

Project Documentation & Team Performance

1. Overview

This programme equips participants with the knowledge and practical skills required to produce professional business reports, effectively manage project documentation, and improve individual and team performance within the workplace. Participants will develop competencies in business communication, document management, project administration, and performance management to support organisational effectiveness and achieve business objectives.

2. Programme Outcome:

- Prepare and present professional business reports
- Apply effective business writing and communication techniques
- Explain the principles and processes of project documentation management
- Implement paper-based and electronic document filing and retrieval systems
- Prepare, manage and maintain project documentation throughout the project lifecycle
- Develop and use project templates and documentation standards
- Set individual and team performance goals and performance measures
- Develop performance improvement and employee development plans
- Monitor, evaluate and provide feedback on employee performance
- Apply performance management principles to improve productivity and team effectiveness

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0896

SAQA US:

8252, 10137, 11473

NQF Level:

5

Credits:

20

Entry Requirements:

Communication & Mathematical Literacy at NQF Level 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(8252 US):** Writing business reports in Retail/Wholesale practices
- **(10137 US):** Conduct project documentation management to support project processes
- **(11473 US):** Manage individual and team performance

4. Topics

Module 1: Business Report Writing

- Principles of business communication
- Types of business reports
- Report planning and structure
- Collecting and analysing information
- Writing clear and professional reports
- Presenting findings and recommendations
- Editing and proofreading reports

Module 2: Project Documentation Management

- Introduction to project documentation
- Project documentation processes
- Paper-based and electronic filing systems
- Document control procedures
- Document identification and version control
- Project templates and standard documents
- Preparing project documentation for handover
- Record management and document security

Module 3: Project Administration

- Project documentation throughout the project lifecycle
- Communication within project teams
- Document retrieval systems
- Managing project records
- Supporting project implementation

We trust that the above is in order and look forward to hearing from you for Implementation

Module 4: Individual and Team Performance Management

- Introduction to performance management
- Setting performance goals and objectives
- Key Performance Indicators (KPIs)
- Performance planning
- Monitoring employee performance
- Providing constructive feedback
- Conducting performance reviews
- Identifying performance gaps
- Developing employee improvement plans
- Coaching and mentoring employees

Module 5: Leadership and Workplace Effectiveness

- Supervisory communication skills
- Team motivation
- Building high-performing teams
- Managing workplace conflict
- Continuous performance improvement
- Ethical leadership and professionalism

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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