

Project Quality & Performance Management

1. Overview

This skills programme equips participants with the knowledge and practical skills required to contribute effectively to project teams by understanding project environments, managing individual performance, supporting project quality assurance, and coordinating project meetings. Participants will develop the competencies to perform their roles responsibly, support quality project delivery, communicate effectively within project teams, and contribute to successful project outcomes across a range of industries.

2. Programme Outcome:

- Demonstrate an understanding of project environments and project support services
- Explain the roles and responsibilities within a project team
- Measure and evaluate their own performance against agreed responsibilities
- Develop and implement personal performance improvement plans
- Explain the importance of quality management in projects
- Support the implementation of project quality standards and quality assurance activities
- Conduct quality tests and communicate project quality results
- Prepare meeting agendas and supporting documentation
- Take accurate meeting minutes and distribute meeting communications
- Contribute effectively to project administration and teamwork

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0212

SAQA US:

120383, 123465, 123462, 13934

NQF Level:

3

Credits:

19

Entry Requirements:

Communication & Mathematical Literacy at NQF Level 2

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.

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

- **(120383 US):** Provide assistance in implementing and assuring project work meets quality requirements
- **(123465 US):** Measure and plan own performance and behaviour in line with roles and responsibilities in a project team
- **(123462 US):** Demonstrate knowledge and understanding of the project and the project support services environment
- **(13934 US):** Plan and prepare meeting communications

4. Topics

Module 1: Understanding the Project Environment

- Introduction to project management
- Characteristics of projects
- Project life cycle
- Organisational structures and project environments
- Core activities of projects and organisations
- Project support services
- Roles and responsibilities within project teams
- Functions of project support teams
- Project communication and teamwork
- Project documentation and reporting
- Workplace project case studies

Module 2: Personal Performance and Project Quality Management

Personal Performance Management

- Roles and responsibilities within project teams
- Setting personal performance objectives
- Measuring performance against agreed standards
- Self-assessment techniques
- Identifying strengths and performance gaps
- Developing performance improvement plans
- Implementing performance improvement strategies
- Continuous professional development
- Accountability and professional conduct

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

Project Quality Management

- Introduction to quality management
- Principles of quality assurance and quality control
- Project quality standards and procedures
- Importance of consistent project processes
- Supporting quality project deliverables
- Conducting project quality inspections and tests
- Recording and communicating quality test results
- Corrective and preventive actions
- Continuous improvement in project quality

Module 3: Project Meeting Communication and Administration

- Purpose and importance of project meetings
- Types of meetings in project environments
- Planning and preparing meeting agendas
- Preparing meeting documentation
- Roles and responsibilities during meetings
- Minute-taking techniques
- Recording decisions and action items
- Writing accurate and professional meeting minutes
- Distributing meeting communications
- Managing meeting records and documentation
- Following up on meeting action plans
- Professional communication and meeting etiquette

5. Target Market

This programme is suitable for:

- Project Team Members
- Project Administrators
- Project Coordinators
- Project Support Officers
- Assistant Project Managers
- Team Leaders
- Supervisors involved in projects
- Administrative Officers
- Small Business Owners managing projects
- Public Sector Employees
- NGO and Community Development Project Staff
- Individuals seeking a career in project management and project administration

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6. 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.

7. 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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