

PLANNING AND GOAL SETTING

Introduction

The purpose of this programme is to equip the learners with the necessary knowledge, skills and attitudes to set goals and plan within a business and on personal level.

This programme has been designed and developed by Aquarius Skills Solutions

Programme Outcomes

On completion of this programme the learner will be able to:

1. Set goals and objectives
2. Establish performance standards
3. Set up monitoring systems
4. Monitor and measure the achievement of objectives

Programme Outline

Learning Unit 1: Setting Goals and Objectives

- Setting Goals
- Setting Objectives
- Organisational Strategy
- Cost-effective Utilisation of Allocated Resources

Learning Unit 2: Establish Performance Standards

- Customer Satisfaction
- The principles of Effective Customer Service
- Performance Standards

Learning Unit 3: Set up Monitoring Systems

- Action Planning
- Monitoring Systems

Learning Unit 4: Monitor and Measure Achievement of Objectives

- Evaluation
- Quality Assurance
- Monitoring Techniques
- Reporting

Methodology

Training Programme Duration: 1 Day

Formative Assessment: Learners complete a Knowledge Questionnaire after completion of the programme and take part in group exercises which form part of the assessment

Assessment: The learner submit a Portfolio of Evidence within 5 days after completion of the programme

NQF Level: 5

Credits: 4

