



HUMAN RESOURCES TRAINING

HR Shared Services and Service Delivery

3 day course

Classroom, online or in-house

Course overview

Consolidating human resources administration into a shared service is justified on cost and delivered as a queue, unless the transactional work is genuinely redesigned rather than merely relocated. This course covers the difference. Delegates work through service catalogue definition and the split between self service, shared service and expert advice, process standardisation across business units that each believe they are exceptional, and the technology and case management that makes volume manageable. Service levels, measurement and the customer experience of an internal service are covered. Escalation into specialist teams and the handoffs that fail follow. Governance, chargeback and the relationship with business partners are addressed. The course closes on continuous improvement and on the work that should never have been centralised.

What you will learn

- Define a service catalogue and split work across delivery tiers
- Standardise processes across units that consider themselves exceptional
- Implement case management and self service effectively
- Set service levels and measure the internal customer experience
- Design escalation into specialist teams without dropped handoffs
- Govern the service and handle chargeback arrangements
- Identify work that should not have been centralised

Who should attend

- Human resources shared service managers and staff
- HR operations and administration teams
- HR business partners interfacing with the service
- Systems staff supporting HR technology
- Executives sponsoring a shared service programme

Course outline

- 01 Relocated rather than redesigned
- 02 Service catalogue and delivery tiers
- 03 Process standardisation across units
- 04 Technology and case management
- 05 Self service and its limits
- 06 Service levels and internal customer experience
- 07 Escalation and handoffs
- 08 Governance, chargeback and continuous improvement

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 November 2026	Dar es Salaam, Tanzania	Classroom	USD 995
9 to 11 December 2026	Cape Town, South Africa	Classroom	R14,950
23 to 25 December 2026	Windhoek, Namibia	Classroom	R14,950
13 to 15 January 2027	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa