



HEALTH, SAFETY AND SECURITY TRAINING

Security Contract Management and Service Level Control

3 day course

Classroom, online or in-house

Course overview

Security is bought per guard hour, which rewards a supplier for putting bodies on site and punishes one who reduces the hours needed, and the client then wonders why the service never improves. This course covers buying it differently. Delegates work through specifying a security requirement by outcome rather than by headcount, including what the service must prevent, detect and respond to. Tendering and supplier selection follow, covering the cost breakdown that reveals whether a bid is deliverable and the underpricing that always resurfaces as poor officers. Wage compliance and statutory registration are addressed, since a supplier undercutting on wages transfers a legal risk to the client. Service level agreements are covered with measures that can actually be verified: post filling, response times, patrol completion, reporting quality and training currency. Supervision and audit rights follow. Incident and complaint handling is addressed. Technology and manpower trade offs are covered, since the cheapest answer is often fewer officers with better detection. The course closes on contract review, on benchmarking and on transitioning suppliers without a security gap.

What you will learn

- Specify a security requirement by outcome rather than headcount
- Read a bid cost breakdown and spot underpricing
- Verify wage compliance and statutory registration
- Set service levels that can actually be measured
- Exercise supervision and audit rights
- Trade technology against manpower deliberately
- Review, benchmark and transition suppliers without a gap

Who should attend

- Client security and facilities managers
- Procurement staff buying security services
- Security company account and contract managers
- Auditors reviewing outsourced security
- Risk managers accountable for security outcomes

Course outline

- 01 Paid for bodies, not outcomes
- 02 Specifying by outcome
- 03 Tendering and supplier selection
- 04 Cost breakdowns and underpricing
- 05 Wage compliance and registration
- 06 Verifiable service levels
- 07 Supervision, audit and complaints
- 08 Technology against manpower, benchmarking and transition

Upcoming dates



Dates	Venue	Format	Fee per delegate
30 December 2026 to 1 January 2027	Pretoria, South Africa	Classroom	R14,950
6 to 8 January 2027	Johannesburg, South Africa	Classroom	R14,950
10 to 12 February 2027	Online	Online	R6,500
24 to 26 February 2027	Lagos, Nigeria	Classroom	USD 995

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@afiscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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