



## Accredited Africa Training Institute for Capacity Development

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### COURSE BROCHURE

# Develop Administrative Procedures For Organisational Efficiency Training

Business, Commerce and Management Studies / Office Administration

Unit Standard 110003 · NQF Level 4 · 8 Credits · 5 Days

## COURSE OVERVIEW

This course equips learners with the skills to design, document, and implement administrative procedures that enhance organisational efficiency. Participants will learn to analyse existing workflows, identify areas for improvement, and develop standardised procedures that align with organisational goals and compliance requirements.

Category	Business, Commerce and Management Studies
Subfield	Office Administration
Unit Standard	110003
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

## LEARNING OUTCOMES

- Analyse existing administrative processes to identify inefficiencies and areas for improvement.
- Design clear and effective administrative procedures that support organisational objectives.
- Implement developed procedures through structured change management and training.
- Evaluate the impact of new procedures on organisational efficiency and make adjustments as needed.
- Document procedures in a standardised format for consistency and ease of reference.
- Apply relevant legislation and organisational policies when developing procedures.

## WHO SHOULD ATTEND

- This course is ideal for administrative managers, office coordinators, team leaders, and anyone responsible for creating or improving administrative systems within their organisation.

## COURSE OUTLINE

### Day 1: Foundations of Administrative Procedures

- Introduction to administrative procedures and their importance.
- Principles of organisational efficiency.
- Components of administrative systems (policies, processes, forms).
- Legal and regulatory frameworks (POPIA, labour laws).
- Mapping existing workflows.
- Identifying bottlenecks and inefficiencies.
- Case studies of efficient vs inefficient procedures.
- Introduction to procedure documentation standards.

### Day 2: Designing and Documenting Procedures

- Elements of a well-written procedure (purpose, scope, steps).
- Templates and formatting guidelines.
- Writing for clarity and usability.
- Stakeholder consultation techniques.
- Aligning procedures with strategic objectives.
- Version control and document management.
- Reviewing and testing procedures.
- Practical exercise: Draft a procedure for a common task.

### Day 3: Implementation and Change Management

- Implementation planning and timelines.
- Communication strategies for procedure changes.
- Change management models (ADKAR, Kotter).
- Training methods for procedure adoption.
- Handling resistance and feedback.
- Pilot testing and phased rollout.
- Troubleshooting common implementation challenges.
- Practical exercise: Create a change management plan.

### Day 4: Monitoring, Evaluation, and Continuous Improvement

- Defining KPIs for administrative efficiency.
- Auditing procedures against standards.
- Data collection methods (surveys, time studies).
- Analysing performance data.
- Root cause analysis for procedure failures.
- Continuous improvement frameworks (PDCA, Six Sigma).
- Updating procedures based on feedback.
- Practical exercise: Conduct a mini-audit and propose improvements.

### Day 5: Integration, Quality Assurance, and Final Assessment

- System integration and inter-procedure dependencies.
- Quality assurance checklists.
- Finalising procedure documentation.
- Peer review and feedback sessions.
- Presentation of procedure projects.

- Assessment of learning outcomes.
- Action planning for workplace implementation.
- Course wrap-up and certificate preparation.

## ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

## PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	<b>R 23,000.00</b>
1	In-House	R 29,900.00	<b>R 29,900.00</b>
1	On-Campus (Pretoria)	R 34,500.00	<b>R 34,500.00</b>

## UPCOMING SESSIONS

Start	End	Method	Venue
06 Jul 2026	10 Jul 2026	On-Campus	Kampala, Uganda
06 Jul 2026	10 Jul 2026	On-Campus	Kinshasa, DRC
06 Jul 2026	10 Jul 2026	On-Campus	Kigali, Rwanda
06 Jul 2026	10 Jul 2026	On-Campus	Luanda, Angola
06 Jul 2026	10 Jul 2026	On-Campus	Mombasa, Kenya
06 Jul 2026	10 Jul 2026	On-Campus	Mbabane, Eswatini
13 Jul 2026	17 Jul 2026	On-Campus	Luanda, Angola
13 Jul 2026	17 Jul 2026	On-Campus	Kigali, Rwanda

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

## HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard 110003) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to [apply@aaticd.co.za](mailto:apply@aaticd.co.za) – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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