



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Professional Visitor Management And Reception Skills Training

Agriculture and Nature Conservation / Nature Conservation

Unit Standard 113817 · NQF Level 4 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the professional skills required to manage visitors effectively and deliver exceptional reception services. It covers visitor handling protocols, communication techniques, and administrative procedures essential for creating a positive first impression and ensuring security within the organisation.

Category	Agriculture and Nature Conservation
Subfield	Nature Conservation
Unit Standard	113817
Accreditation	SAQA Accredited · NQF Level 4 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply professional communication techniques to greet, assist, and direct visitors courteously and efficiently.
- Implement visitor management procedures, including sign-in/sign-out processes and issuing visitor badges, in accordance with organisational security policies.
- Demonstrate the ability to handle difficult or irate visitors with tact and professionalism.
- Analyse reception area requirements to maintain a tidy, welcoming, and functional environment.
- Evaluate and respond to telephone and electronic enquiries using appropriate etiquette and prioritisation.
- Design a personal action plan to continuously improve reception and visitor management skills.

WHO SHOULD ATTEND

- This course is designed for receptionists, front desk officers, administrative assistants, and any staff members responsible for managing visitor access and providing reception services in a corporate environment.

COURSE OUTLINE

Day 1: Professional Visitor Management and Reception Skills

- The role of the receptionist as the first point of contact
- Professional appearance, etiquette, and telephone skills
- Effective verbal and non-verbal communication
- Visitor registration and access control procedures
- Managing visitor expectations and dealing with complaints
- Confidentiality and data protection (POPI Act)
- Emergency procedures and health & safety
- Record keeping and reporting

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 **4 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	04 Aug 2026	On-Campus	Mauritius
05 Aug 2026	05 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
07 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	10 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Mauritius
11 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa

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, open the page for this course (Unit Standard 113817) 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 – 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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