



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Public Sector Customer Service Email Fax Mail Correspondence Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 113954 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips public sector employees with the skills to deliver professional customer service through email, fax, and mail correspondence. It focuses on effective communication, adherence to service standards, and proper documentation practices within the South African public sector context.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	113954
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of customer service to email, fax, and mail correspondence in the public sector.
- Demonstrate the ability to compose clear, concise, and professional written communications.
- Implement procedures for logging, tracking, and responding to customer correspondence.
- Evaluate correspondence for compliance with public sector policies and service standards.
- Analyze common customer service issues and apply appropriate resolution strategies in written communication.
- Design correspondence templates that align with organisational branding and accessibility requirements.

WHO SHOULD ATTEND

- This course is designed for public sector employees who handle customer correspondence via email, fax, and mail, including administrative officers, customer service representatives, and communication clerks.

COURSE OUTLINE

Day 1: Professional Written Correspondence in the Public Sector

- Overview of Unit Standard 113954 and SAQA requirements
- The role of correspondence in public sector customer service
- Legal considerations: POPIA, confidentiality, and records retention
- Structure and tone of official email, fax, and postal letters
- Handling complaints and sensitive inquiries via written channels
- Templates and standard operating procedures for common correspondence types
- Quality assurance: proofreading, editing, and approval processes
- Practical exercise: Drafting a response to a public inquiry

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 3**.

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
10 Aug 2026	10 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Mauritius
14 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	17 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	18 Aug 2026	On-Campus	Abu Dhabi, UAE

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 113954) 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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