



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

Mail Delivery And Postal Service Procedures Training

Services / Consumer Services

Unit Standard 114482 · NQF Level 3 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the skills to manage mail delivery and postal service procedures effectively within a corporate environment. It covers sorting, dispatching, receiving, and tracking mail, ensuring adherence to organisational policies and service standards.

Category	Services
Subfield	Consumer Services
Unit Standard	114482
Accreditation	SAQA Accredited · NQF Level 3 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply correct procedures for sorting and dispatching incoming and outgoing mail.
- Demonstrate efficient use of postal service systems and tracking tools.
- Analyze mail handling workflows to identify areas for improvement.
- Implement security and confidentiality measures in mail processing.
- Evaluate compliance with organisational policies and postal regulations.
- Design a streamlined mail delivery process for a small to medium office.

WHO SHOULD ATTEND

- Designed for administrative staff, mailroom operators, and office personnel responsible for handling incoming and outgoing mail in a corporate or government setting.

COURSE OUTLINE

Day 1: Introduction to Mail Delivery and Postal Services

- Overview of the South African postal system
- History and evolution of postal services
- Regulatory framework: Postal Services Act, SAQA standards
- Ethical considerations and customer service principles
- Health and safety basics in a postal environment

Day 2: Mail Classification and Sorting Procedures

- Mail classification: standard, registered, express, bulk
- Addressing standards and postal code systems
- Manual and automated sorting techniques
- Introduction to barcoding and tracking technology
- Error handling in sorting

Day 3: Mail Collection and Acceptance

- Collection point management (post boxes, counters, bulk collection)
- Postage verification: stamps, meters, online payment
- Acceptance procedures for parcels and registered items
- Handling of prohibited and restricted items
- Returned mail procedures

Day 4: Transportation and Logistics in Mail Delivery

- Mail flow: local, regional, and national hubs
- Transportation modes: road, air, rail
- Security protocols: seals, tracking, chain of custody
- Contingency planning for delays
- Documentation and handover procedures

Day 5: Delivery Operations and Route Planning

- Route planning principles and software
- Foot and vehicle delivery techniques
- Delivery confirmation: signatures, photo proof
- Redirection and hold mail services
- Safety during delivery: weather, traffic, security

Day 6: Customer Service and Complaint Resolution

- Customer service standards in postal services
- Handling inquiries at counters and via phone/email
- Complaint logging and escalation procedures
- Compensation and claims processing
- Cultural sensitivity and inclusivity

Day 7: Registered and Secure Mail Handling

- Registration procedures: forms, fees, tracking
- Secure handling: dual control, locked containers
- Insurance options and claims
- Special services: cash-on-delivery, express

- Legal implications of mishandling

Day 8: International Mail and Customs Procedures

- Universal Postal Union (UPU) standards
- Customs documentation: CN22, CN23
- Duties, taxes, and restricted items
- International tracking and delivery times
- Cross-border returns and undeliverable mail

Day 9: Technology and Automation in Postal Services

- Automated sorters: letter and parcel machines
- Barcode readers and RFID technology
- Address validation software
- Online tracking systems for customers
- E-commerce integration and last-mile challenges

Day 10: Quality Assurance and Performance Measurement

- Quality metrics: on-time delivery, error rates
- Internal audits and spot checks
- Customer satisfaction surveys
- Continuous improvement processes
- Reporting and documentation

Day 11: Health, Safety, and Environmental Practices

- Ergonomic practices for mail handlers
- Fire safety and evacuation procedures
- Hazardous materials handling
- Recycling and waste reduction initiatives
- Incident reporting and first aid

Day 12: Integration, Assessment, and Career Pathways

- Scenario-based practical exercises
- Final assessment: sorting, delivery, customer service
- Review of unit standard 114482 outcomes
- Career paths: postal clerk, supervisor, logistics
- Resources for ongoing professional development

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 **15 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 41,000.00	R 41,000.00
1	In-House	R 53,300.00	R 53,300.00
1	On-Campus (Pretoria)	R 61,500.00	R 61,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	19 Aug 2026	On-Campus	Mauritius
05 Aug 2026	20 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
07 Aug 2026	24 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	24 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	25 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	25 Aug 2026	On-Campus	Mauritius
11 Aug 2026	26 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 114482) 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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