



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 Operations Management For Frontline Service Environments Training

Services / Consumer Services

Unit Standard 114497 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips frontline service staff with the knowledge and skills to manage mail operations efficiently in a corporate environment. Participants will learn to handle incoming and outgoing mail, apply security protocols, and maintain accurate records, enhancing overall service delivery.

Category	Services
Subfield	Consumer Services
Unit Standard	114497
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply procedures for receiving, sorting, and distributing incoming mail in a frontline service environment.
- Implement security and confidentiality measures when handling mail, including registered and sensitive items.
- Demonstrate correct methods for preparing and dispatching outgoing mail, including bulk and international mail.
- Analyze mail handling processes to identify and resolve common operational issues.
- Evaluate the use of postal equipment and technology to improve efficiency and accuracy.
- Design a simple mail tracking system to monitor mail flow and ensure accountability.

WHO SHOULD ATTEND

- This course is designed for frontline service personnel, receptionists, administrative assistants, and mailroom staff responsible for managing mail operations in corporate or government settings.

COURSE OUTLINE

Day 1: Foundations of Mail Operations Management

- Overview of mail operations management and its importance in service delivery.
- Types of mail: incoming, outgoing, internal, and electronic correspondence.
- Equipment and tools for mail processing (e.g., franking machines, sorting systems).
- Customer service principles applied to mail handling.
- Communication protocols for mail-related queries and complaints.
- Security measures: screening, handling suspicious items, and data protection.
- Confidentiality and legal requirements (e.g., POPIA).
- Basic workflow design for efficient mail distribution.

Day 2: Advanced Mail Operations and Practical Integration

- Workflow optimisation: prioritisation, routing, and scheduling.
- Risk management: incident response, contingency planning, and business continuity.
- Quality assurance: error reduction, tracking, and feedback mechanisms.
- Performance metrics: turnaround times, accuracy rates, and cost efficiency.
- Use of technology: mail tracking systems, automation, and digital integration.
- Compliance with postal regulations and service level agreements.
- Cross-departmental coordination and customer escalation handling.
- Case studies and practical exercises for real-world application.

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 **5 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,200.00	R 16,200.00
1	In-House	R 21,000.00	R 21,000.00
1	On-Campus (Pretoria)	R 24,300.00	R 24,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	04 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	04 Aug 2026	On-Campus	Mauritius
03 Aug 2026	04 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, 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 114497) 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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