



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@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Mail And Parcel Processing Procedures Training

Services / Consumer Services

Unit Standard 114501 · NQF Level 3 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the skills and knowledge to process mail and parcels efficiently and securely in a corporate environment. It covers the entire workflow from receipt to dispatch, including sorting, recording, and distribution, while ensuring compliance with relevant policies and procedures.

Category	Services
Subfield	Consumer Services
Unit Standard	114501
Accreditation	SAQA Accredited · NQF Level 3 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply standard procedures for receiving, sorting, and distributing incoming mail and parcels.
- Implement security measures to ensure the safe handling and confidentiality of mail items.
- Demonstrate correct use of equipment and systems for tracking and recording mail and parcel movements.
- Evaluate and resolve common issues such as misdirected or damaged items according to organizational guidelines.
- Prepare outgoing mail and parcels for dispatch, including correct packaging, labeling, and documentation.
- Analyze mail processing workflows to identify opportunities for efficiency improvements.

WHO SHOULD ATTEND

- This course is designed for administrative staff, mailroom operators, and any employees responsible for handling incoming and outgoing mail and parcels within an organization.

COURSE OUTLINE

Day 1: Foundations of Mail and Parcel Processing

- Overview of the South African postal industry and relevant legislation (e.g., Postal Services Act).
- Categories of mail and parcels: letters, flats, small packets, parcels, and dangerous goods.
- Mail processing workflow: collection, sorting, transportation, and delivery.
- Manual and automated sorting techniques.
- Labelling and addressing standards.
- Security procedures: screening, handling suspicious items, and confidentiality.
- Health and safety considerations in mail handling environments.
- Introduction to tracking and tracing systems.

Day 2: Advanced Procedures and Practical Application

- Parcel processing: weighing, dimensioning, and calculating postage.
- Handling special items: dangerous goods, perishables, and high-value items.
- Customs documentation and international shipping procedures.
- Using postal management systems for tracking, inventory, and reporting.
- Problem-solving: addressing missorts, damages, and delays.
- Customer service: handling enquiries, complaints, and claims.
- Quality assurance: inspection, error reduction, and performance metrics.
- Practical simulation: processing a batch of mixed mail and parcels.

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 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
06 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	07 Aug 2026	On-Campus	Mauritius
06 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	11 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	11 Aug 2026	On-Campus	Mauritius
12 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	13 Aug 2026	On-Campus	Pretoria, 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 114501) 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.

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 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za