



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 Processing And Distribution Procedures Training

Services / Consumer Services

Unit Standard 114504 · NQF Level 3 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the skills to process, distribute, and manage mail effectively within a corporate environment. It covers incoming and outgoing mail procedures, sorting, tracking, and the use of postal equipment. The training ensures compliance with organizational policies and enhances efficiency in mail handling operations.

Category	Services
Subfield	Consumer Services
Unit Standard	114504
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 procedures for receiving, sorting, and distributing incoming mail.
- Implement processes for dispatching outgoing mail using appropriate methods and equipment.
- Demonstrate the use of postal equipment and technology for efficient mail processing.
- Analyze mail handling errors and apply corrective measures to ensure accuracy.
- Evaluate mail distribution routes to optimize delivery timelines.
- Comply with organizational policies and security protocols related to mail handling.

WHO SHOULD ATTEND

- This course is designed for administrative staff, mailroom personnel, and office assistants responsible for mail processing and distribution in corporate or government settings.

COURSE OUTLINE

Day 1: Introduction to Mail Processing

- Overview of mail processing and distribution functions
- The South African legislative framework (e.g., Postal Services Act, POPIA)
- Categories of mail: internal, external, registered, express, parcels
- Introduction to the standard mail cycle: receipt, processing, distribution, dispatch
- Health, safety, and security awareness in the mailroom
- Professional ethics and confidentiality in mail handling

Day 2: Mail Receipt and Verification Procedures

- Procedures for accepting mail from postal services and couriers
- Checking delivery notes, waybills, and consignment notes
- Identifying and reporting shortages, damages, or incorrect items
- Time-stamping and logging incoming mail batches
- Secure handling of registered and confidential items on receipt
- Basic use of mail tracking or logging software (introduction)

Day 3: Mail Sorting and Classification Systems

- Principles of efficient mail sorting
- Sorting by department, individual, location, and priority
- Understanding organisational charts and internal directories
- Handling time-sensitive mail (e.g., "Urgent", "Same Day")
- Batch preparation for distribution or further processing
- Introduction to manual and automated sorting aids

Day 4: Mail Opening and Content Extraction

- Safe use of mail opening equipment (letter openers, slitters)
- Step-by-step procedure for opening envelopes and parcels
- Checking for and securing all contents and enclosures
- Special handling for cheques, legal documents, and confidential material
- Date-stamping, initialling, and applying internal control marks
- Procedures for damaged or suspicious mail items

Day 5: Addressing Systems and Directory Management

- Standard addressing formats for South Africa and international mail
- Using internal staff directories, department lists, and building plans
- Procedures for correcting, updating, and verifying address data
- Understanding South African postal codes and their significance
- Handling 'Return to Sender' and undeliverable mail
- Maintaining confidentiality when using address databases

Day 6: Outgoing Mail Preparation and Procedures

- Requirements for preparing letters, parcels, and bulk mailings
- Selecting envelopes, packaging materials, and seals
- Understanding postage options: stamps, meters, franking, online services
- Completing customs declarations for international items
- Weighing, rating, and applying correct postage

- Recording and logging outgoing mail for tracking and accounting

Day 7: Security, Confidentiality, and Legal Compliance

- Handling confidential, classified, and personal information (POPIA)
- Secure storage and chain of custody procedures
- Identifying suspicious packages and mail (bomb threat procedures)
- Legal responsibilities regarding mail tampering, theft, and loss
- Audit trails and record-keeping for accountable items
- Reporting security breaches and incidents

Day 8: Internal Mail Distribution Systems

- Designing and following internal delivery routes and schedules
- Using mail trolleys, carts, and sorting frames
- Procedures for department-to-department and floor-to-floor distribution
- Coordinating with internal couriers or messengers
- Handling 'while you were out' and internal collection points
- Maintenance and safety checks for distribution equipment

Day 9: Technology in Mail Processing

- Operating franking machines, postage meters, and scales
- Using mail management software for logging and tracking
- Introduction to automated sorting and scanning technologies
- Sending and receiving electronic documents (e-faxes, scans)
- Basic troubleshooting for equipment malfunctions
- Data backup and security for digital mail records

Day 10: Customer Service and Query Resolution

- Professional communication skills for the mailroom
- Procedures for responding to tracking inquiries and delivery ETAs
- Handling complaints about lost, delayed, or damaged mail
- Managing special requests (e.g., holds, redirects, bulk deliveries)
- Telephone, email, and face-to-face service etiquette
- Escalation procedures for unresolved issues

Day 11: Records Management and Archiving

- Principles of records management in the mail context
- Creating and maintaining logs, registers, and proof-of-delivery files
- Physical and electronic filing systems for mail records
- Legal retention periods for different types of mail documentation
- Secure disposal and destruction of records (shredding)
- Preparing records for audit or legal discovery

Day 12: Integration, Assessment, and Workplace Application

- Simulated end-to-end mail processing exercise
- Practical assessment of sorting, distribution, and outgoing procedures
- Review of key legislation, security protocols, and customer service standards
- Creating a workplace improvement plan for the mailroom
- Discussion on career paths and continuous professional development
- Course summary and final Q&A; session

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
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
12 Aug 2026	27 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 114504) 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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