



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

Consular And Agency Services Management For Corporate Professionals Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114711 · NQF Level 7 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips corporate professionals with the knowledge and skills to manage consular and agency services effectively within a South African context. It covers the legal frameworks, operational procedures, and stakeholder engagement required to facilitate international business travel, visa processing, and diplomatic protocols. Participants will gain the competence to oversee agency relationships and ensure compliance with relevant legislation.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114711
Accreditation	SAQA Accredited · NQF Level 7 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the legal and regulatory framework governing consular and agency services in South Africa.
- Analyze the roles and responsibilities of consular officers and agency service providers.
- Evaluate procedures for visa applications, passport services, and notarial acts.
- Demonstrate effective communication and liaison with consular and agency stakeholders.
- Implement best practices for managing consular and agency service agreements.
- Design protocols for handling diplomatic privileges and immunities in a corporate context.

WHO SHOULD ATTEND

- Corporate professionals responsible for travel, immigration, or international liaison functions, including managers in human resources, legal, or administrative departments.
- Also suitable for those who interact with consulates or agencies as part of their role.

COURSE OUTLINE

Day 1: Introduction to Consular and Agency Services

- Overview of consular and agency services
- Legal basis: Vienna Convention on Consular Relations
- Roles and responsibilities of consular officers
- Distinction between consular and diplomatic services
- Relevance to corporate professionals and business travel

Day 2: Organisational Structures and Operational Frameworks

- Structure of a consulate: sections and units
- Roles of consul, vice-consul, and consular agents
- Operational policies and standard operating procedures
- Coordination between consulates and embassies
- Outsourced agency services and their management

Day 3: Visa and Passport Services Management

- Types of visas: tourist, business, work, study
- Passport application and renewal processes
- Biometric data collection and verification
- Fraud detection and prevention measures
- Case studies: visa denials and appeals

Day 4: Notarial Services and Document Legalisation

- Notarial acts: affidavits, certifications, acknowledgements
- Legalisation vs. apostille: when to use each
- Document authentication chain: notary, state, federal, consulate
- Corporate documents: powers of attorney, contracts, certificates
- Common errors and how to avoid them

Day 5: Citizen Services and Emergency Assistance

- Types of citizen services: travel advice, registration, welfare
- Emergency response protocols
- Arrest and detention: rights and consular access
- Medical emergencies and hospitalisation
- Repatriation of remains and financial assistance

Day 6: Trade and Investment Promotion Services

- Role of consulates in economic diplomacy
- Trade promotion services: market reports, leads
- Investment facilitation: incentives, joint ventures
- Organising trade missions and business forums
- Partnering with agencies: export councils, investment boards

Day 7: Cultural and Public Diplomacy Services

- Cultural diplomacy: exhibitions, festivals, performances
- Educational exchanges: scholarships, study tours
- Media engagement: press releases, interviews
- Nation branding and soft power

- Measuring success: metrics and feedback

Day 8: Legal and Regulatory Compliance

- Host country legislation affecting consular work
- Diplomatic immunities: scope and limitations
- Data protection laws: GDPR, POPIA
- Confidentiality obligations and exceptions
- Treaty obligations: bilateral consular conventions

Day 9: Financial Management and Fee Structures

- Fee schedules: visa, passport, notarial fees
- Revenue management and banking procedures
- Budgeting for consular operations
- Anti-corruption policies and whistleblowing
- Internal and external audits

Day 10: Customer Service Excellence and Communication

- Service standards and service level agreements
- Complaint handling and resolution techniques
- Cross-cultural communication skills
- Multichannel service delivery: online, walk-in, call centre
- Client satisfaction surveys and KPIs

Day 11: Crisis Management and Business Continuity

- Risk assessment and business impact analysis
- Crisis communication strategies
- Evacuation planning and travel advisories
- Business continuity plans for consular operations
- Lessons learned and plan revisions

Day 12: Strategic Management and Future Trends

- Strategic planning and performance management
- Digital transformation: e-consular services
- Emerging trends: virtual consulates, blockchain
- Stakeholder engagement and partnership building
- Capstone presentations and course evaluation

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 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 47,100.00	R 47,100.00
1	In-House	R 61,300.00	R 61,300.00
1	On-Campus (Pretoria)	R 70,700.00	R 70,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
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
13 Aug 2026	28 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	31 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	01 Sep 2026	On-Campus	Shenzhen, China
18 Aug 2026	02 Sep 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 114711) 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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