



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

Banking Rejected Money Transfer Handling Procedures Training

Business, Commerce and Management Studies / Finance, Economics and Accounting

Unit Standard 114746 · NQF Level 3 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips banking professionals with the knowledge and skills to handle rejected money transfers efficiently and in compliance with regulatory requirements. Participants will learn to identify common reasons for rejections, apply corrective procedures, and implement preventive measures to minimize future occurrences. The training ensures adherence to South African banking standards and enhances operational reliability.

Category	Business, Commerce and Management Studies
Subfield	Finance, Economics and Accounting
Unit Standard	114746
Accreditation	SAQA Accredited · NQF Level 3 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply correct procedures to handle rejected money transfers in accordance with banking policies and regulations.
- Analyze the root causes of money transfer rejections and implement corrective actions.
- Evaluate the impact of rejected transfers on customer relationships and operational efficiency.
- Demonstrate compliance with South African banking standards and anti-money laundering requirements.
- Implement preventive measures to reduce the frequency of rejected transfers.
- Communicate effectively with customers and stakeholders regarding rejected transfers and resolution steps.

WHO SHOULD ATTEND

- This course is designed for banking staff involved in processing money transfers, including tellers, operations officers, and compliance personnel in financial institutions across South Africa.

COURSE OUTLINE

Day 1: Banking Rejected Money Transfer Handling Procedures

- Overview of money transfer systems and common rejection causes (e.g., incorrect beneficiary details, insufficient funds, compliance flags).
- Regulatory framework: FICA, Exchange Control Regulations, and SARB guidelines.
- Step-by-step procedure for receiving, logging, and investigating a rejected transfer.
- Corrective actions: amending details, resubmitting, or reversing transactions.
- Customer communication protocols and managing expectations.
- Escalation paths for complex or high-value rejections.
- Documentation requirements and record-keeping best practices.
- Practical case studies and role-play exercises.

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
18 Jun 2026	18 Jun 2026	On-Campus	Nairobi, Kenya
18 Jun 2026	18 Jun 2026	On-Campus	Blantyre, Malawi
19 Jun 2026	19 Jun 2026	Online	–
22 Jun 2026	22 Jun 2026	In-House	–
23 Jun 2026	23 Jun 2026	On-Campus	Maseru, Lesotho
24 Jun 2026	24 Jun 2026	On-Campus	Nairobi, Kenya
25 Jun 2026	25 Jun 2026	On-Campus	Mbabane, Eswatini
26 Jun 2026	26 Jun 2026	On-Campus	Mombasa, Kenya

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

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