



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 For South African Citizens Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114847 · NQF Level 6 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips participants with the knowledge and skills required to deliver consular and agency services to South African citizens abroad. It covers the legal framework, procedures, and ethical standards for assisting citizens with passport applications, notarial services, emergency assistance, and other consular functions. The training ensures that officials can effectively support South Africans in distress and uphold the country's international obligations.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114847
Accreditation	SAQA Accredited · NQF Level 6 · 10 Credits
Duration	7 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 services for South African citizens.
- Demonstrate procedures for issuing passports, visas, and other travel documents.
- Analyze emergency situations and implement appropriate consular assistance protocols.
- Evaluate the ethical and professional standards required in consular interactions.
- Design effective communication strategies for assisting citizens in distress.
- Implement record-keeping and reporting procedures in compliance with international norms.

WHO SHOULD ATTEND

- This course is designed for consular officers, foreign service personnel, and staff at South African embassies, high commissions, and consulates.
- It is also suitable for employees of agencies providing services to South African citizens abroad.

COURSE OUTLINE

Day 1: Foundations of Consular and Agency Services

- Overview of South Africa's Department of International Relations and Cooperation (DIRCO).
- The Vienna Convention on Consular Relations (1963) and its relevance.
- Types of consular services: passport issuance, notarial acts, civil registration.
- Roles of honorary consuls and career consular officers.
- Coordination with other government agencies (e.g., Home Affairs, SAPS).
- Ethical considerations and confidentiality in consular work.

Day 2: Passport and Travel Document Services

- Passport application forms and supporting documentation.
- Biometric enrolment and data capture protocols.
- Temporary passports and emergency travel certificates.
- Reporting and replacement procedures for lost/stolen passports.
- Verification of citizenship status through Home Affairs systems.
- Dealing with minors: parental consent requirements.

Day 3: Notarial Services and Civil Registration

- Types of notarial services: certifying copies, administering oaths.
- Marriage officer functions and solemnisation procedures.
- Birth registration at foreign missions.
- Death registration and repatriation of remains.
- Record-keeping and data security.
- Fees and payment handling for notarial services.

Day 4: Assistance to Distressed Citizens

- Arrest and detention: consular access and legal assistance.
- Hospitalisation and medical emergencies: notification and support.
- Death abroad: repatriation and estate matters.
- Crisis management: natural disasters, civil unrest, terrorist attacks.
- Victim support: sexual assault, domestic violence.
- Child abduction and parental kidnapping cases.

Day 5: Citizenship, Visa, and Immigration Services

- Citizenship categories: birth, descent, naturalisation.
- Renunciation and resumption of citizenship.
- Visa issuance for travel to South Africa.
- Permanent residence permits and appeals.
- Dual citizenship regulations and travel document implications.
- Collaboration with the Department of Home Affairs.

Day 6: Outreach, Communication, and Stakeholder Engagement

- Planning and implementing outreach events.
- Use of websites, social media, and newsletters.
- Engaging with community liaison groups.
- Consular visits: scheduling, logistics, reporting.
- Handling complaints and service feedback.

- Cultural sensitivity and language considerations.

Day 7: Integrated Case Management and Professional Development

- Case management lifecycle: intake, assessment, intervention, closure.
- Record-keeping and reporting requirements.
- Handling difficult clients and conflict resolution.
- Self-care strategies for consular officers.
- Professional development resources and training pathways.
- Review of case studies and best practices.

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 **10 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 31,000.00	R 31,000.00
1	In-House	R 40,400.00	R 40,400.00
1	On-Campus (Pretoria)	R 46,500.00	R 46,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	26 Aug 2026	On-Campus	Durban, 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 114847) 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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