



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

Agency And Consular Services Administration Assistant Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114869 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to effectively support agency and consular services administration. It covers client liaison, documentation management, and service coordination within a diplomatic or agency context. Learners will be able to process applications, maintain records, and facilitate communication between clients and consular officials.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114869
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply procedures for processing visa, passport, and consular applications accurately.
- Demonstrate effective communication and liaison skills with clients and consular officials.
- Maintain and update client records and documentation in compliance with data protection standards.
- Coordinate appointments, inquiries, and follow-ups to ensure efficient service delivery.
- Analyze client needs and provide appropriate information on consular services and requirements.

WHO SHOULD ATTEND

- This course is designed for administrative assistants, front-line staff, and support personnel working in embassies, consulates, agencies, or organizations that interact with consular services.
- It also benefits individuals seeking to enter the field of diplomatic or agency administration.

COURSE OUTLINE

Day 1: Foundations of Agency and Consular Services

- Introduction to agency and consular services
- Overview of South Africa's foreign policy and diplomatic framework
- Key legislation: Vienna Convention on Consular Relations, Diplomatic Immunities and Privileges Act
- Organisational structure of a consulate or embassy
- Roles and responsibilities of administrative assistants
- Professional ethics and confidentiality in consular work

Day 2: Consular Services and Client Interaction

- Types of consular services: passport applications, visa processing, notarial services, and citizen registration
- Client communication: handling queries, complaints, and sensitive situations
- Step-by-step passport application process
- Visa categories and processing requirements
- Document authentication and apostille procedures
- Record-keeping and filing systems for consular cases

Day 3: Administrative Support and Office Management

- Diary management and appointment scheduling
- Drafting official correspondence: letters, memos, and reports
- Filing systems: physical and electronic record management
- Travel arrangements: booking flights, accommodation, and itineraries
- Financial administration: processing invoices, managing petty cash, and basic budgeting
- Inventory management of office supplies and equipment

Day 4: Crisis Management and Protocol

- Types of consular crises: arrests, medical emergencies, deaths, and natural disasters
- Crisis response procedures and communication channels
- Role of the administrative assistant in crisis situations
- Diplomatic protocol: precedence, titles, and official functions
- Event coordination for national day celebrations and official visits
- Liaising with local authorities, NGOs, and international organisations

Day 5: Practical Integration and Assessment

- Simulation exercises: passport processing, visa interview, and crisis scenario
- Practical tasks: drafting official correspondence, managing a diary, and processing a notarial request
- Group case study: end-to-end handling of a consular case
- Review of key concepts and Q&A; session
- Assessment: written test and practical demonstration
- Reflection and resources for further learning

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 **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 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 114869) 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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