



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

Diplomatic Protocol And Etiquette Skills For Professionals Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114871 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips professionals with the essential knowledge and practical skills to navigate diplomatic protocol and etiquette in formal and informal settings. Learners will gain the confidence to represent their organisations appropriately at national and international events, fostering positive relationships and professional credibility.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114871
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 the principles of diplomatic protocol and etiquette in professional interactions.
- Demonstrate appropriate behaviour and communication during official events, meetings, and ceremonies.
- Analyze cross-cultural differences and adapt protocol practices accordingly.
- Implement seating arrangements, flag protocols, and precedence rules correctly.
- Evaluate the impact of etiquette on professional relationships and organisational reputation.
- Design a protocol plan for a formal event or diplomatic visit.

WHO SHOULD ATTEND

- This course is designed for professionals in corporate, government, or non-profit sectors who interact with dignitaries, foreign delegates, or high-level stakeholders.
- It is also suitable for event coordinators, executive assistants, and anyone seeking to enhance their professional image and cross-cultural competence.

COURSE OUTLINE

Day 1: Foundations of Diplomatic Protocol and Etiquette

- Introduction to diplomatic protocol: definitions and core principles.
- Historical evolution of diplomatic etiquette (e.g., Congress of Vienna).
- Cultural sensitivity and cross-cultural communication fundamentals.
- The role of protocol in building trust and professional relationships.
- Overview of international diplomatic norms (e.g., Vienna Convention).
- Key terminology: precedence, hierarchy, titles, and forms of address.
- Case studies: protocol failures and successes.
- Group activity: identifying protocol in everyday professional interactions.

Day 2: Forms of Address, Precedence, and Official Events

- Forms of address: heads of state, diplomats, clergy, and professionals.
- Order of precedence: national, organisational, and event-specific hierarchies.
- Seating arrangements: dining tables, conference tables, and ceremonial seating.
- Planning official events: invitations, dress codes, and timelines.
- Flag protocol: display, order, and handling of national flags.
- Anthem etiquette: when to play, standing, and behaviour.
- Practical exercise: create a seating plan for a formal dinner.
- Role-play: introducing dignitaries with correct titles.

Day 3: Communication, Gifts, and Business Etiquette

- Written communication: diplomatic notes, invitations, and correspondence formats.
- Verbal communication: addressing groups, public speaking, and toasts.
- Gift-giving etiquette: cultural considerations, appropriateness, and presentation.
- Business card exchange: protocols in various cultures (e.g., Asian, Western).
- Networking etiquette: introductions, conversation starters, and follow-ups.
- Dining etiquette: table manners, seating, toasts, and handling utensils.
- Practical workshop: drafting a diplomatic note and invitation.
- Mock networking event with feedback.

Day 4: Protocol in Multilateral and International Settings

- Multilateral protocol: UN, AU, and regional bodies (e.g., SADC).
- Conference protocol: registration, badges, interpretation, and documentation.
- Diplomatic immunity: overview, limits, and professional conduct.
- Cross-cultural negotiation: styles, high-context vs low-context cultures.
- Conflict resolution: de-escalation techniques and protocol in disputes.
- Protocol for official visits: arrivals, meetings, and departures.
- Case study: organising a bilateral summit.
- Simulation: multilateral committee meeting with protocol challenges.

Day 5: Integration, Ethics, and Practical Application

- Ethics in protocol: integrity, discretion, and impartiality.
- Crisis protocol: handling faux pas, security incidents, and media scrutiny.
- Personal branding and protocol: image, dress, and behaviour.
- Review of key concepts and Q&A;
- Final assessment: planning and executing a mock diplomatic reception.

- Peer and facilitator feedback on the simulated event.
- Creating a personal action plan for applying protocol skills.
- Course evaluation and certificate of completion.

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
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
24 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
24 Aug 2026	28 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 114871) 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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