



## 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 Correspondence Analysis And Response Writing Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114874 · NQF Level 5 · 15 Credits · 12 Days

## COURSE OVERVIEW

This course equips learners with the skills to critically analyze diplomatic correspondence and craft appropriate, professional responses. It covers the principles of diplomatic communication, including tone, structure, and protocol, enabling participants to effectively represent their organization in formal written exchanges. By the end, learners will be able to draft responses that align with diplomatic conventions and organizational objectives.

|                 |                                            |
|-----------------|--------------------------------------------|
| Category        | Law, Military Science and Security         |
| Subfield        | Sovereignty of the State                   |
| Unit Standard   | 114874                                     |
| Accreditation   | SAQA Accredited · NQF Level 5 · 15 Credits |
| Duration        | 12 days                                    |
| Training Method | Online, On-Campus, In-House                |
| Certificate     | Issued via AATICD LMS – verifiable online  |

## LEARNING OUTCOMES

- Analyze diplomatic correspondence to identify key messages, intent, and underlying protocols.
- Apply principles of diplomatic communication to draft clear, concise, and appropriate responses.
- Evaluate the tone and structure of existing correspondence to ensure alignment with diplomatic standards.
- Design response strategies that address sensitive or complex issues while maintaining professional relationships.
- Demonstrate the ability to adapt writing style to different diplomatic contexts and audiences.
- Implement quality assurance checks to verify compliance with organizational and diplomatic guidelines.

## WHO SHOULD ATTEND

- This course is designed for professionals who are required to handle formal correspondence in diplomatic, governmental, or corporate settings, including administrative officers, executive assistants, and communication specialists.

## COURSE OUTLINE

### Day 1: Introduction to Diplomatic Correspondence

- Overview of diplomatic correspondence: history and significance
- Types of diplomatic notes: verbal, formal, informal, aide-mémoire, etc.
- Structure of a diplomatic letter: headings, salutations, body, closing
- Protocol and hierarchy in addressing officials
- Examples of diplomatic correspondence from South African context

### Day 2: Language and Tone in Diplomatic Writing

- Characteristics of diplomatic language: clarity, precision, politeness
- Common diplomatic phrases and their meanings
- Tone modulation: firmness vs. conciliation
- Avoiding offensive or inflammatory language
- Practical exercises in rephrasing informal language to diplomatic style

### Day 3: Analysing Diplomatic Correspondence

- Framework for analysis: sender, receiver, context, purpose, tone
- Identifying explicit and implicit messages
- Case studies of historical diplomatic notes
- Role of cultural intelligence in interpretation
- Group analysis of sample correspondence

### Day 4: Writing Formal Diplomatic Notes

- Step-by-step guide to writing a formal note
- Templates for verbal notes, formal letters, and memoranda
- Addressing officials: titles, honorifics, and order of precedence
- Common errors in diplomatic writing
- Writing exercise: draft a formal note on a given scenario

### Day 5: Responding to Diplomatic Correspondence

- Principles of responsive writing: acknowledgment, substance, tone
- Structuring responses: opening, body, closing
- Responding to requests for information, protests, and invitations
- Handling sensitive topics with tact
- Practice: write responses to sample notes

### Day 6: Non-Formal Diplomatic Communication

- Informal diplomatic notes: when and how to use
- Email etiquette in diplomatic contexts
- Social media and public diplomacy: opportunities and pitfalls
- Balancing informality with diplomatic protocol
- Exercise: write an informal note and an email

### Day 7: Multilateral and Bilateral Correspondence

- Bilateral vs. multilateral: differences in structure and content
- Writing to international organisations: format and protocol
- References to international law and agreements
- Circular notes and collective communications

- Case studies: AU, UN, SADC correspondence

#### **Day 8: Crisis and Emergency Correspondence**

- Characteristics of crisis communication: timeliness, clarity, restraint
- Templates for urgent notes and demarches
- Coordination with capital and other missions
- Managing information flow and confidentiality
- Simulation: draft a crisis note

#### **Day 9: Cultural Sensitivity and Cross-Cultural Communication**

- High-context vs. low-context cultures in diplomacy
- Cultural dimensions: power distance, individualism, etc.
- Examples of cultural misunderstandings in diplomatic history
- Adapting greetings, titles, and forms of address
- South Africa's cultural diplomacy approach

#### **Day 10: Legal and Protocol Considerations**

- Vienna Convention on Diplomatic Relations: key articles
- Legal status of diplomatic notes and agreements
- Classification of documents: confidential, secret, etc.
- Protocol for sending and receiving notes
- Avoiding legal pitfalls in wording

#### **Day 11: Advanced Analysis and Writing Techniques**

- Advanced analysis: subtext, intertextuality, and inference
- Persuasive writing: framing, arguments, and appeals
- Rhetorical strategies: concession, emphasis, hedging
- Writing for negotiation and consensus-building
- Exercise: write a persuasive note on a contentious issue

#### **Day 12: Practical Integration and Assessment**

- Simulation: multi-day crisis scenario requiring multiple notes
- Peer review and feedback session
- Individual assessment: write a formal note and response
- Compilation of a personal reference portfolio
- Course wrap-up and certification guidance

## **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 5**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 43,000.00        | R 43,000.00 |
| 1         | In-House             | R 56,000.00        | R 56,000.00 |
| 1         | On-Campus (Pretoria) | R 64,600.00        | R 64,600.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 10 Aug 2026 | 25 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 11 Aug 2026 | 26 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 12 Aug 2026 | 27 Aug 2026 | On-Campus | Durban, South Africa    |
| 12 Aug 2026 | 27 Aug 2026 | On-Campus | Mauritius               |
| 13 Aug 2026 | 28 Aug 2026 | On-Campus | Cape Town, South Africa |
| 14 Aug 2026 | 31 Aug 2026 | On-Campus | Dubai, UAE              |
| 17 Aug 2026 | 01 Sep 2026 | On-Campus | Abu Dhabi, UAE          |
| 18 Aug 2026 | 02 Sep 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](http://www.aaticd.co.za), open the page for this course (Unit Standard 114874) 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](mailto: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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