



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

Attorney Office Practice Management Administration Rules Training

Law, Military Science and Security / Justice in Society

Unit Standard 116094 · NQF Level 7 · 11 Credits · 8 Days

COURSE OVERVIEW

This course equips legal professionals and office administrators with the essential knowledge and skills to manage the administrative rules and procedures governing attorney office practice in South Africa. Participants will gain a comprehensive understanding of the regulatory framework, including the Legal Practice Act, to ensure compliance and efficient office management.

Category	Law, Military Science and Security
Subfield	Justice in Society
Unit Standard	116094
Accreditation	SAQA Accredited · NQF Level 7 · 11 Credits
Duration	8 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the rules of attorney office practice management to ensure compliance with the Legal Practice Act and related regulations.
- Demonstrate the ability to manage client files, trust accounts, and record-keeping in accordance with legal requirements.
- Analyze the ethical and professional responsibilities of legal practitioners in office administration.
- Implement procedures for handling client funds, including trust account reconciliation and audit preparation.
- Evaluate office policies and workflows to improve efficiency and adherence to regulatory standards.
- Design a compliance checklist for attorney office practice management based on current rules and regulations.

WHO SHOULD ATTEND

- This course is designed for attorneys, candidate attorneys, paralegals, legal secretaries, and office administrators working in law firms or legal departments who are responsible for managing attorney office administration and ensuring compliance with practice rules.

COURSE OUTLINE

Day 1: Introduction to Legal Practice Management Frameworks

- Overview of the Attorney's Act and relevant Law Society rules.
- Introduction to SAQA and the National Qualifications Framework (NQF).
- Core principles of ethical and efficient legal office administration.
- The business structure of a legal practice (sole proprietorship, partnership, incorporated).
- Key challenges and trends in modern legal practice management.
- Course orientation, outcomes, and assessment criteria.

Day 2: Client Relationship and Matter Management Systems

- Client intake procedures, including FICA and mandate requirements.
- File creation, numbering, and indexing systems (manual and digital).
- Conflict of interest identification and management protocols.
- Principles of attorney-client privilege and confidentiality (POPIA considerations).
- Matter planning, budgeting, and scope management.
- Diarisation and deadline management systems.

Day 3: Financial Administration and Trust Accounting Compliance

- The Legal Practice Act requirements for trust accounts.
- Processing receipts, payments, and electronic fund transfers.
- Invoicing, fee notes, and payment arrangements with clients.
- Maintaining trust accounting records: cashbooks, ledgers, and reconciliations.
- Management of unclaimed trust monies.
- Introduction to accounting software used in legal practices.

Day 4: Document Management, Control, and Filing Systems

- Principles of effective filing systems (alphabetic, numeric, subject).
- Drafting and formatting standard legal correspondence and documents.
- Electronic Document Management Systems (EDMS) and cloud storage.
- Document naming conventions, version control, and metadata.
- Records management: retention schedules and secure destruction.
- Backup procedures and disaster recovery planning for documents.

Day 5: Human Resources and Office Administration

- Staff roles in a legal practice: attorneys, candidate attorneys, paralegals, secretaries.
- Basic performance management and professional development.
- Office logistics: equipment, supplies, and maintenance.
- Workplace policies: code of conduct, IT use, and leave management.
- Office security: physical access, data protection, and incident reporting.
- Organising meetings, managing calendars, and coordinating workflows.

Day 6: Information Technology and Practice Management Software

- Overview of legal-specific software: practice management, timekeeping, billing.
- Data security: firewalls, encryption, password policies, and POPIA compliance.
- Effective use of email, videoconferencing, and digital collaboration tools.
- Online legal research platforms and resources.
- Digital time recording and activity management.

- Managing software updates, licenses, and IT support.

Day 7: Risk Management, Compliance, and Professional Ethics

- Professional negligence, malpractice avoidance, and professional indemnity insurance.
- Compliance monitoring: trust account audits, FICA, and tax obligations (SARS).
- The Code of Conduct: specific rules relevant to administration and client care.
- Handling complaints from clients or the public.
- Risk assessment frameworks and internal control systems.
- Continuing Professional Development (CPD) requirements for support staff.

Day 8: Integration, Strategic Planning, and Course Consolidation

- Developing a standard operating procedures (SOP) manual for a legal practice.
- Integrated case study: managing a client matter from intake to finalisation.
- Quality assurance: benchmarking, client feedback, and process improvement.
- Strategic planning for a legal office: setting goals and measuring performance.
- Course review and synthesis of key learning points.
- Final assessment preparation and submission of portfolio of evidence.

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 **11 NQF credits** at **NQF Level 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,300.00	R 35,300.00
1	In-House	R 45,900.00	R 45,900.00
1	On-Campus (Pretoria)	R 52,900.00	R 52,900.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	21 Aug 2026	On-Campus	Mauritius
13 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	27 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 116094) 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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