



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

Create Mail Merge Documents With Microsoft Word Training

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 116942 · NQF Level 3 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to create personalised mail merge documents using Microsoft Word. It covers the process of merging a data source with a main document to produce letters, labels, envelopes, and emails. By the end, learners will be able to automate bulk correspondence efficiently and professionally.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	116942
Accreditation	SAQA Accredited · NQF Level 3 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Prepare a main document and data source for mail merge.
- Execute a mail merge to create personalised letters, labels, envelopes, and emails.
- Apply rules and conditions to filter and sort recipients during a merge.
- Troubleshoot common mail merge errors and preview results before finalising.
- Demonstrate the ability to merge documents using an existing data source such as Excel or Outlook contacts.
- Evaluate the final merged output for accuracy and consistency.

WHO SHOULD ATTEND

- This course is ideal for administrative staff, office managers, marketing professionals, and anyone who regularly produces bulk correspondence or documents requiring personalisation.

COURSE OUTLINE

Day 1: Create Mail Merge Documents With Microsoft Word

- Introduction to mail merge: concepts, uses, and benefits.
- Setting up the main document: letters, envelopes, or labels.
- Creating and selecting a data source: Excel, Outlook contacts, or Word table.
- Inserting merge fields and using Address Block and Greeting Line.
- Previewing results and completing the merge.
- Troubleshooting errors: missing data, formatting issues.
- Saving merged documents as individual pages or a single file.
- Practical exercise: creating personalised letters and labels.

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 **3 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
31 Jul 2026	31 Jul 2026	On-Campus	Dar es Salaam, Tanzania
03 Aug 2026	03 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	04 Aug 2026	On-Campus	Mauritius
05 Aug 2026	05 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
07 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	10 Aug 2026	On-Campus	Mauritius

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 116942) 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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