



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

Cultural Awareness In The Workplace For South African Businesses Training

Services / Transport, Operations and Logistics

Unit Standard 117731 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips participants with the knowledge and skills to navigate cultural diversity in South African workplaces. It fosters an inclusive environment by addressing cultural awareness, sensitivity, and effective cross-cultural communication. Learners will gain practical strategies to enhance teamwork and productivity in a multicultural setting.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	117731
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of cultural awareness to identify and respect diverse cultural norms in the workplace.
- Analyze the impact of cultural differences on communication, teamwork, and conflict resolution.
- Evaluate personal cultural biases and develop strategies to minimize their influence on professional interactions.
- Design inclusive workplace practices that accommodate cultural diversity and promote equity.
- Demonstrate effective cross-cultural communication skills in verbal and non-verbal interactions.
- Implement strategies to foster a culturally inclusive organizational culture.

WHO SHOULD ATTEND

- Managers, team leaders, HR professionals, and all employees working in diverse South African business environments who seek to improve intercultural competence and workplace harmony.

COURSE OUTLINE

Day 1: Foundations of Cultural Awareness in the South African Workplace

- Defining culture and cultural awareness.
- South Africa's cultural landscape: ethnic, linguistic, and religious diversity.
- Cultural dimensions: individualism vs. collectivism, power distance, and communication styles.
- Self-awareness: identifying personal cultural biases and stereotypes.
- Principles of respect, empathy, and active listening across cultures.
- Introduction to relevant legislation: Employment Equity Act and promotion of diversity.
- Practical exercise: Cultural self-assessment and group discussion.
- Overview of Unit Standard 117731 outcomes and assessment criteria.

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 **4 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
07 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE

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 117731) 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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