



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

Social Housing Documentation Management And Records Control Training

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 117750 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips participants with the skills to manage and control documentation and records within the social housing sector. It focuses on compliance with regulatory requirements, efficient record-keeping systems, and the application of best practices in documentation management to support organizational accountability and service delivery.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	117750
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 principles of documentation management and records control within a social housing context.
- Implement systems for the accurate capture, storage, retrieval, and disposal of records.
- Analyze legislative and regulatory requirements governing records management in social housing.
- Evaluate current documentation practices to identify areas for improvement.
- Demonstrate the ability to maintain confidentiality and security of sensitive records.
- Design a records control plan that aligns with organizational policies and SAQA standards.

WHO SHOULD ATTEND

- This course is designed for housing officers, records clerks, administrators, and managers working in social housing institutions who are responsible for creating, maintaining, and controlling documentation and records.

COURSE OUTLINE

Day 1: Introduction to Social Housing Documentation and Records Management

- Overview of social housing in South Africa.
- Legal and regulatory requirements (SHRA, Housing Act, etc.).
- Types of documents: tenant files, lease agreements, maintenance records.
- Records lifecycle: creation, use, maintenance, and disposal.
- Roles and responsibilities in documentation management.
- Consequences of poor records management.

Day 2: Document Creation, Classification, and Filing Systems

- Document creation standards and templates.
- Classification schemes for social housing records.
- Physical filing: folder structures, labelling, and storage.
- Electronic document management systems (EDMS) basics.
- Metadata and indexing for searchability.
- Version control and document tracking.
- Practical exercise: creating a filing structure.

Day 3: Records Control, Retention, and Disposal

- Records control: check-in/out, tracking, and audit trails.
- Retention schedules: legal, fiscal, and historical value.
- Disposal methods: shredding, deletion, and archiving.
- Security measures: passwords, encryption, and physical locks.
- Access control levels: who can view, edit, or delete.
- Handling sensitive tenant information (POPIA compliance).
- Practical exercise: creating a retention schedule.

Day 4: Audits, Compliance, and Quality Assurance

- Audit requirements for social housing entities.
- Preparing for audits: checklists and evidence.
- Common documentation errors and how to avoid them.
- Quality assurance: spot checks and reviews.
- Corrective action plans and root cause analysis.
- Policy development for documentation management.
- Case study: audit simulation.

Day 5: Integration, Technology, and Best Practices

- Integrating records management with other business processes.
- Overview of EDMS and cloud-based solutions.
- Disaster recovery and business continuity for records.
- Best practices: standardisation, training, and culture.
- Change management for new procedures.
- Developing a documentation management policy.
- Action plan creation for your organisation.
- Course review and assessment.

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 117750) 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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