



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 Resident Entry And Exit Procedures Training

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

Unit Standard 117751 · NQF Level 4 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the knowledge and skills to manage the entry and exit of residents in social housing schemes. It covers legal, administrative, and procedural aspects to ensure smooth and compliant transitions. Participants will learn to apply standard operating procedures and handle documentation effectively.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	117751
Accreditation	SAQA Accredited · NQF Level 4 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate knowledge of the legal and regulatory framework governing social housing resident entry and exit.
- Apply standard operating procedures for resident entry, including application processing and lease agreement execution.
- Implement exit procedures, including move-out inspections and account finalization.
- Analyze resident documentation to ensure compliance with housing policies and legislation.
- Evaluate potential risks and disputes during entry and exit processes and propose resolutions.

WHO SHOULD ATTEND

- This course is designed for housing officers, property managers, and administrative staff involved in resident intake and departure processes within social housing institutions in South Africa.

COURSE OUTLINE

Day 1: Social Housing Resident Entry and Exit Procedures

- Overview of social housing regulatory framework (Social Housing Act, Rental Housing Act)
- Pre-entry procedures: application, screening, and lease agreements
- Move-in process: inspections, keys, utilities, and resident induction
- Move-out process: notice periods, final inspections, and deposit reconciliation
- Handling arrears, damages, and disputes during exit
- Documentation and record-keeping requirements
- Communication strategies for managing resident transitions
- Case studies and practical scenarios

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 4**.

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
10 Aug 2026	10 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
14 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	17 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	17 Aug 2026	On-Campus	Dubai, 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 117751) 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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