



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

Apply Legal Administrative And Alternative Dispute Resolution Procedures In A Paralegal Context Training

Law, Military Science and Security / Justice in Society

Unit Standard 119506 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips paralegals with the skills to manage legal administrative processes and apply alternative dispute resolution (ADR) procedures effectively. It covers document management, court procedures, and mediation or arbitration techniques to resolve disputes outside of litigation.

Category	Law, Military Science and Security
Subfield	Justice in Society
Unit Standard	119506
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply legal administrative procedures including document filing, case management, and court protocol.
- Demonstrate knowledge of alternative dispute resolution methods such as mediation, arbitration, and negotiation.
- Analyze legal documents and correspondence to ensure compliance with relevant legislation.
- Implement ADR processes to resolve disputes efficiently and ethically.
- Evaluate the appropriateness of ADR versus litigation in given scenarios.
- Communicate effectively with clients, legal professionals, and ADR practitioners.

WHO SHOULD ATTEND

- This course is designed for paralegals, legal assistants, and administrative staff working in law firms, corporate legal departments, or government agencies who need to handle legal documents and facilitate dispute resolution.

COURSE OUTLINE

Day 1: Introduction to the South African Legal System and Paralegal Role

- Overview of the South African legal system: hierarchy of courts, common law, statute law.
- Sources of law: Constitution, legislation, case law, customary law.
- The paralegal profession: scope, ethical duties, confidentiality.
- Introduction to litigation vs ADR.
- Key legislation: Legal Practice Act, Rules of Court, ADR-related statutes.

Day 2: Foundational Legal Administrative Procedures

- Civil litigation stages: pre-trial, trial, post-trial.
- Drafting pleadings: particulars of claim, plea, counterclaim.
- Service of process: methods, rules, returns of service.
- Filing procedures in Magistrates' and High Courts.
- Case management: diary systems, tracking deadlines, file organisation.

Day 3: Introduction to Alternative Dispute Resolution (ADR) Mechanisms

- Types of ADR: negotiation, mediation, arbitration, conciliation.
- Legal framework: Arbitration Act, CCMA rules, court-annexed mediation.
- Role of the paralegal in ADR: preparation, support, documentation.
- Ethics in ADR: impartiality, confidentiality, informed consent.

Day 4: Mediation and Conciliation Processes

- Mediation process: pre-mediation, joint session, caucuses, closure.
- Role of the mediator vs paralegal.
- Communication skills: active listening, reframing, summarising.
- Documentation: mediation brief, settlement agreement, consent order.
- Conciliation in labour disputes: CCMA procedures.

Day 5: Arbitration Procedures and Practice

- Arbitration Act 42 of 1965: key provisions.
- Types of arbitration: ad hoc, institutional (AFSA, Tokiso).
- Arbitration process: notice of arbitration, statement of claim, hearing.
- Drafting arbitration clauses and terms of reference.
- Evidence in arbitration: admissibility, witness preparation.

Day 6: Integration of Legal Administration and ADR in Practice

- Case management for ADR: timelines, document control.
- Drafting correspondence: letters of demand, referral letters, status reports.
- Cost-benefit analysis: litigation vs ADR.
- Time management: scheduling, deadlines, billing.
- Practical exercise: managing a mock case from instruction to ADR outcome.

Day 7: Capstone Project and Professional Development

- Capstone project: simulate a case requiring both administrative and ADR procedures.
- Presentation skills: summarising case, recommendations.
- Ethical dilemmas: confidentiality, conflicts of interest.
- Professional development: networking, CPD, specialisation.
- 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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	26 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 119506) 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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