



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

Maintain Business Relationships During Inspection And Assessment Processes Training

Manufacturing, Engineering and Technology / Manufacturing and Assembly

Unit Standard 120221 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to maintain constructive business relationships during inspection and assessment processes. It focuses on effective communication, conflict resolution, and professional conduct when dealing with stakeholders, regulators, and clients. By the end, participants will be able to uphold positive interactions that support compliance and business continuity.

Category	Manufacturing, Engineering and Technology
Subfield	Manufacturing and Assembly
Unit Standard	120221
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of effective communication to maintain professional relationships during inspections and assessments.
- Demonstrate conflict resolution techniques to manage disagreements or misunderstandings with inspectors or assessors.
- Analyze the impact of inspection and assessment findings on business relationships and propose appropriate responses.
- Evaluate the role of transparency and honesty in sustaining trust during regulatory or compliance processes.
- Implement strategies to follow up on inspection outcomes while preserving positive stakeholder engagement.
- Design a personal action plan for continuous improvement in relationship management during assessment activities.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, quality assurance officers, and any professionals who interact with external inspectors, assessors, or auditors in their daily operations.

COURSE OUTLINE

Day 1: Foundations of Business Relationships and Inspection Processes

- Overview of business relationships: trust, communication, and professionalism.
- Stakeholder mapping: clients, regulators, assessors, and third parties.
- SAQA and relevant legislation: Skills Development Act, Quality Council for Trades and Occupations (QCTO) requirements.
- Ethical conduct: confidentiality, impartiality, and conflict of interest.
- Introduction to inspection and assessment lifecycle: planning, execution, reporting, and follow-up.

Day 2: Communication and Conflict Resolution Strategies

- Communication models: sender-receiver, feedback loops, and barriers.
- Written communication: emails, reports, and formal letters.
- Verbal communication: tone, clarity, and cultural sensitivity.
- Conflict resolution styles: collaborating, compromising, and accommodating.
- Role-play scenarios: handling objections and complaints.
- Record-keeping best practices for audit trails.

Day 3: Conducting Inspections and Assessments with Relationship Focus

- Pre-inspection planning: scheduling, scope, and stakeholder briefings.
- On-site conduct: professionalism, respect for operations, and transparency.
- Evidence collection: documentation, photographs, and interviews.
- Feedback delivery: sandwich method, specific examples, and action plans.
- Handling non-compliance: coaching vs. punitive approaches.
- Real-world case studies of successful relationship maintenance.

Day 4: Reporting, Follow-Up, and Continuous Improvement

- Report writing: structure, language, and recommendations.
- Sharing results: debrief meetings, presentation skills, and transparency.
- Corrective action plans: collaborative development and timelines.
- Follow-up communication: progress updates and closure.
- Continuous improvement: root cause analysis and preventive actions.
- Tools for tracking relationship health: surveys and key performance indicators.

Day 5: Integration, Assessment, and Action Planning

- Integrated scenario: full inspection cycle with relationship challenges.
- Role-play and peer feedback: handling pressure and maintaining professionalism.
- Review of unit standard outcomes: evidence of competence.
- Personal action plan: goals, resources, and timelines.
- Group discussion: lessons learned and best practices.
- Course evaluation and certification requirements.

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 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, 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 120221) 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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