



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Emergency Service Organisation Safety and Effectiveness

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

Unit Standard 242859 · NQF Level 4 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the competencies to function safely and effectively within an emergency service organisation. It covers operational procedures, safety protocols, and communication skills essential for emergency response teams. By the end, learners will be able to contribute to team effectiveness and maintain personal and public safety during emergencies.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	242859
Accreditation	SAQA Accredited · NQF Level 4 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply safety procedures and protocols to ensure personal and team safety during emergency operations.
- Demonstrate effective communication within an emergency service team using standardised radio and verbal techniques.
- Analyze emergency scenarios to determine appropriate response actions and resource requirements.
- Evaluate the effectiveness of emergency response operations and recommend improvements.
- Implement incident command systems and roles to coordinate multi-agency responses.
- Demonstrate situational awareness and decision-making under pressure in simulated emergency drills.

WHO SHOULD ATTEND

- This course is designed for emergency service personnel, including firefighters, paramedics, and disaster management volunteers, as well as individuals seeking to enter the emergency services field in South Africa.

COURSE OUTLINE

Day 1: Foundations of Emergency Service Organisation Safety

- Overview of SAQA and relevant legislation (OHSA, SANS, etc.)
- Safety culture and organisational responsibility
- Risk assessment and hazard identification
- Incident command structure and communication protocols
- Personal protective equipment (PPE) and its correct use
- Emergency response planning and procedures
- Case studies of emergency service incidents

Day 2: Effective Operations and Practical Application

- Advanced risk management in dynamic environments
- Coordination with multiple agencies
- Debriefing and post-incident analysis
- Stress management and resilience for emergency personnel
- Practical exercise: simulated emergency response
- Review and assessment of learning outcomes

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 **5 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
11 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	18 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 242859) 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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