



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

Public Sector Customer Email and Fax Responses

Business, Commerce and Management Studies / Public Administration

Unit Standard 242864 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips public sector employees with the skills to professionally and efficiently handle customer enquiries via email and fax. Learners will master formal written communication, adherence to protocols, and effective response strategies within the South African public service context.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242864
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply appropriate formats and protocols for email and fax responses in the public sector.
- Analyze customer enquiries to determine the correct response and required action.
- Demonstrate professional writing skills, including clarity, conciseness, and proper tone.
- Evaluate responses for compliance with relevant policies, legislation, and service standards.
- Implement record-keeping procedures for customer correspondence.
- Design responses that address customer needs while maintaining organizational reputation.

WHO SHOULD ATTEND

- Public sector officials, administrative staff, and customer service representatives who are required to respond to customer enquiries through written correspondence such as email and fax.

COURSE OUTLINE

Day 1: Professional Email and Fax Correspondence in the Public Sector

- Overview of unit standard 242864 and learning outcomes
- Principles of customer service in the public sector
- Structure and components of a professional email
- Structure and components of a professional fax cover sheet
- Language, tone, and etiquette for official correspondence
- Legal considerations: POPIA, PAIA, and confidentiality
- Handling difficult or sensitive customer queries
- Proofreading and quality assurance

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 3**.

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
07 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	10 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Mauritius
14 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	17 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 242864) 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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