



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@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Professional Image in a Cleaning Team

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

Unit Standard 243191 · NQF Level 1 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips cleaning team members with the skills to present a professional image that aligns with organisational standards and client expectations. Learners will understand how personal appearance, communication, and conduct contribute to a positive workplace reputation and client satisfaction.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	243191
Accreditation	SAQA Accredited · NQF Level 1 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of professional appearance and hygiene in a cleaning context.
- Demonstrate effective verbal and non-verbal communication with clients and team members.
- Analyse the impact of personal conduct on team morale and organisational reputation.
- Implement strategies to handle client feedback and complaints professionally.
- Evaluate own professional image and identify areas for improvement.
- Adhere to workplace policies and procedures that govern professional behaviour.

WHO SHOULD ATTEND

- This course is designed for cleaning staff, supervisors, and team leaders in corporate, hospitality, or facility management environments who seek to enhance their professional presence and service delivery.

COURSE OUTLINE

Day 1: Professional Image Fundamentals in Cleaning

- Introduction to professional image and its impact on client perception
- Personal grooming, uniform standards, and hygiene practices
- Verbal and non-verbal communication skills
- Customer service excellence: greeting, handling complaints, and feedback
- Teamwork and respect in a cleaning team
- Confidentiality and ethical conduct
- Workplace safety and professionalism
- Self-assessment and continuous improvement

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 1**.

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 243191) 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.

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 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za