



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

Local Government Support and Administrative Services

Business, Commerce and Management Studies / Public Administration

Unit Standard 244298 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the competencies to provide effective support and administrative services within the local government context. It focuses on understanding the legislative and regulatory framework, managing information, and delivering quality service to internal and external stakeholders.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	244298
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 the legislative and regulatory framework governing local government administration to daily tasks.
- Implement administrative procedures to support efficient service delivery and record management.
- Demonstrate effective communication skills when interacting with stakeholders and the public.
- Analyze information to support decision-making and problem-solving within the local government context.
- Evaluate administrative processes to identify areas for improvement and ensure compliance.
- Design and maintain effective filing and records management systems in line with municipal requirements.

WHO SHOULD ATTEND

- This course is designed for administrative officers, support staff, and junior managers working in local government or municipal environments who need to enhance their service delivery and administrative skills.

COURSE OUTLINE

Day 1: Foundations of Local Government Support and Administrative Services

- Overview of the South African local government system (Constitution, Municipal Structures Act, Municipal Systems Act).
- Roles and functions of municipal councils, committees, and administrative units.
- Administrative support services: meeting management, minute-taking, and correspondence.
- Records management and information governance in municipalities.
- Public participation mechanisms: IDP, ward committees, and community engagement.
- Ethical conduct, accountability, and anti-corruption measures.
- Intergovernmental relations and cooperative governance.
- Service delivery planning and performance management basics.

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
10 Aug 2026	10 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Mauritius
11 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	18 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 244298) 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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