



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

Gaming Dispute Resolution in South Africa

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246746 · NQF Level 4 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to resolve gaming disputes effectively within the South African regulatory environment. It covers dispute handling procedures, communication techniques, and compliance with relevant legislation to ensure fair outcomes for all parties.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246746
Accreditation	SAQA Accredited · NQF Level 4 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of South African gaming legislation to dispute resolution processes.
- Analyze a gaming dispute to identify the root cause and relevant procedural steps.
- Evaluate evidence and testimonies to determine the appropriate resolution.
- Implement dispute resolution procedures in accordance with organizational policies and regulatory requirements.
- Demonstrate effective communication and negotiation skills when interacting with disputing parties.
- Document dispute outcomes and maintain records in compliance with legal standards.

WHO SHOULD ATTEND

- This course is designed for gaming industry professionals, including casino staff, betting shop managers, gaming board inspectors, and customer service representatives who handle or oversee dispute resolution.

COURSE OUTLINE

Day 1: Foundations of Gaming Dispute Resolution in South Africa

- Overview of the South African gambling industry and relevant legislation (e.g., National Gambling Act, provincial acts).
- Types of gaming disputes: player complaints, operator conflicts, regulatory breaches.
- The role of the National Gambling Board, provincial authorities, and alternative dispute resolution (ADR) bodies.
- Principles of natural justice, fairness, and procedural compliance in dispute handling.
- Step-by-step dispute resolution process: intake, investigation, hearing, decision, and appeal.
- Documentation and record-keeping requirements for dispute cases.
- Case study analysis of a typical gaming dispute in a South African casino or online platform.
- Ethical considerations and conflict of interest management for dispute resolution practitioners.

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 4**.

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	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	18 Aug 2026	On-Campus	Durban, 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 246746) 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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