



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

Event Registration and Arrival Coordination

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 256074 · NQF Level 5 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the practical skills to coordinate registration and arrival systems for events, ensuring a smooth and professional welcome process. Participants will learn to manage attendee check-in, handle queries, and resolve issues efficiently, contributing to a positive event experience.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	256074
Accreditation	SAQA Accredited · NQF Level 5 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply registration procedures to process attendee check-in accurately and efficiently.
- Demonstrate effective communication skills to welcome and assist attendees upon arrival.
- Analyze potential registration issues and implement solutions to ensure smooth operations.
- Evaluate the effectiveness of the registration system and suggest improvements.
- Coordinate with event stakeholders to align arrival procedures with event requirements.
- Implement security and access control measures as per event protocols.

WHO SHOULD ATTEND

- Event coordinators, front-of-house staff, and hospitality professionals responsible for managing guest registration and arrival at corporate events, conferences, or functions.

COURSE OUTLINE

Day 1: Event Registration and Arrival Coordination Fundamentals

- Overview of event registration systems and processes
- Types of registration: pre-event, on-site, and digital check-ins
- Data management: capturing, validating, and storing attendee information
- Arrival coordination: signage, queuing, and welcome procedures
- Handling special requests, VIPs, and accessibility needs
- Problem-solving: dealing with no-shows, cancellations, and technical issues
- Customer service excellence during check-in
- Health and safety considerations for large gatherings

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 **3 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 13,400.00	R 13,400.00
1	In-House	R 17,400.00	R 17,400.00
1	On-Campus (Pretoria)	R 20,200.00	R 20,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
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
18 Aug 2026	18 Aug 2026	On-Campus	Abu Dhabi, UAE
19 Aug 2026	19 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 256074) 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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