



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

Operational Support for Minor Events

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 256094 · NQF Level 4 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the practical skills to provide effective operational support for minor events, such as small conferences, workshops, or team-building activities. Participants will learn to coordinate logistics, manage resources, and ensure smooth event execution within a corporate setting.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	256094
Accreditation	SAQA Accredited · NQF Level 4 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the ability to plan and organise operational aspects of a minor event.
- Implement logistical arrangements including venue setup, equipment, and catering.
- Apply risk management principles to identify and mitigate potential event issues.
- Coordinate communication with stakeholders, vendors, and participants.
- Evaluate event outcomes and compile a post-event report.
- Demonstrate professionalism and customer service during event execution.

WHO SHOULD ATTEND

- This course is designed for administrative staff, junior event coordinators, and team members who are responsible for supporting the planning and execution of small-scale events within their organisation.

COURSE OUTLINE

Day 1: Foundations of Operational Support for Minor Events

- Introduction to minor events: types, characteristics, and examples.
- Roles and responsibilities of operational support staff.
- Basic risk assessment: identifying hazards and implementing controls.
- Communication protocols: reporting lines, radio procedures, and briefing structures.
- Overview of event logistics: venue setup, equipment, and signage.
- Legal and regulatory requirements: SAQA unit standards, health and safety legislation.
- Customer service principles for event attendees and participants.
- Documentation: incident reports, checklists, and logbooks.

Day 2: Practical Application and Coordination

- Creating an operational support plan: resource allocation, timelines, and contingencies.
- Crowd management strategies: flow control, capacity monitoring, and dispersal.
- Access control methods: ticketing, wristbands, and credential verification.
- Incident response: medical emergencies, security breaches, and fire procedures.
- Post-event procedures: debriefing, reporting, and equipment recovery.
- Review of case studies and lessons learned.
- Integration of practical skills: simulation exercises.

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 **5 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
11 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	18 Aug 2026	On-Campus	Abu Dhabi, 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 256094) 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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