



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

Centralised Sample Reception Handling Procedures

Health Sciences and Social Services / Curative Health

Unit Standard 257196 · NQF Level 3 · 20 Credits · 17 Days

COURSE OVERVIEW

This course equips learners with the competencies to handle samples in a centralised reception area within a laboratory or testing environment. It covers procedures for receiving, registering, and distributing samples while maintaining integrity, traceability, and compliance with quality and safety standards.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	257196
Accreditation	SAQA Accredited · NQF Level 3 · 20 Credits
Duration	17 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply standard operating procedures for receiving and registering samples in a centralised reception area.
- Demonstrate correct techniques for labelling, storing, and distributing samples to ensure integrity and traceability.
- Analyze sample documentation for completeness and accuracy, and resolve discrepancies.
- Implement health, safety, and environmental protocols relevant to sample handling.
- Evaluate sample condition and take appropriate action for damaged or non-conforming samples.

WHO SHOULD ATTEND

- This course is designed for laboratory technicians, sample reception clerks, and quality assurance personnel who are responsible for receiving, logging, and handling samples in a centralised reception setting.

COURSE OUTLINE

Day 1: Introduction to Centralised Sample Reception

- Overview of centralised sample reception systems
- Roles and responsibilities of reception personnel
- Sample lifecycle: submission, logging, processing, storage, disposal
- Relevant standards: ISO 15189, SANAS, SAQA
- Basic laboratory safety and hygiene principles

Day 2: Sample Types and Handling Requirements

- Classification of biological and environmental samples
- Temperature and stability requirements
- Biohazard and chemical hazard awareness
- Sample preservation and transport media
- Chain of custody principles

Day 3: Sample Receipt and Documentation Procedures

- Receipt protocols: visual inspection, labelling, barcoding
- Use of Laboratory Information Management System (LIMS)
- Rejection criteria: haemolysis, clotting, insufficient volume, mislabelling
- Documentation of non-conformances
- Communication with requestors

Day 4: Sample Tracking and Chain of Custody

- Principles of sample traceability
- Chain of custody documentation for forensic and legal samples
- Barcode and RFID tracking systems
- Audit trails and data integrity
- Handling lost or misrouted samples

Day 5: Sample Preparation and Aliquoting

- Aliquoting techniques for different sample types
- Centrifugation and separation procedures
- Labelling and barcoding of aliquots
- Avoiding cross-contamination
- Storage conditions for aliquots

Day 6: Storage and Preservation of Samples

- Refrigeration, freezing, and cryogenic storage
- Temperature monitoring and alarm systems
- Inventory management systems
- Sample retention schedules
- Safe disposal of biological and hazardous waste

Day 7: Quality Control in Sample Reception

- QC for temperature logs and equipment calibration
- Internal audits and checklists
- Non-conformance reporting
- CAPA processes

- Proficiency testing and inter-laboratory comparisons

Day 8: Health, Safety, and Infection Control

- Standard precautions: hand hygiene, PPE, sharps disposal
- Spill management and decontamination
- Exposure incident reporting
- Biological safety cabinets and containment
- Waste segregation and disposal

Day 9: Communication and Customer Service

- Interpersonal skills and active listening
- Handling difficult conversations
- Telephone and email etiquette
- Confidentiality and POPIA compliance
- Feedback mechanisms

Day 10: Data Management and Record Keeping

- LIMS data entry and validation
- Record keeping standards (GDP)
- Data integrity: ALCOA principles
- Archiving and retrieval
- Backup procedures and disaster recovery

Day 11: Equipment Use and Maintenance

- Centrifuges, refrigerators, freezers, biosafety cabinets
- Pipettes and automated aliquoters
- Daily and weekly maintenance schedules
- Calibration of thermometers and data loggers
- Equipment logs and troubleshooting

Day 12: Regulatory and Accreditation Compliance

- ISO 15189 requirements for pre-analytical processes
- SANAS accreditation criteria
- Audit preparation and evidence collection
- Common audit findings in sample reception
- Continuous improvement

Day 13: Advanced Sample Handling: Special Cases

- STAT sample handling protocols
- Samples for molecular diagnostics: DNA/RNA stability
- Microbiological sample transport and preservation
- Chemical and environmental sample handling
- Dangerous goods shipping regulations

Day 14: Problem Solving and Troubleshooting

- Common issues: mislabelling, insufficient volume, delayed transport
- Root cause analysis techniques
- Decision trees for sample acceptance
- Escalation procedures
- Case studies and group discussions

Day 15: Teamwork and Shift Handover

- Team roles and communication
- Shift handover protocols
- Prioritisation and time management
- Mentoring and on-the-job training
- Conflict resolution

Day 16: Review and Assessment Preparation

- Summary of key concepts
- Mock scenarios and role plays
- Self-assessment quizzes
- Practical skills practice
- Assessment criteria review

Day 17: Final Assessment and Course Wrap-Up

- Written assessment (theory)
- Practical assessment (simulated sample reception)
- Feedback session
- Certification requirements
- Course evaluation and next steps

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 **20 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 39,500.00	R 39,500.00
1	In-House	R 51,400.00	R 51,400.00
1	On-Campus (Pretoria)	R 59,200.00	R 59,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	14 Sep 2026	On-Campus	Durban, South Africa
24 Aug 2026	15 Sep 2026	On-Campus	Harare, Zimbabwe
25 Aug 2026	16 Sep 2026	On-Campus	Bangkok, Thailand
26 Aug 2026	17 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
26 Aug 2026	17 Sep 2026	On-Campus	Abu Dhabi, UAE
27 Aug 2026	18 Sep 2026	On-Campus	Durban, South Africa
28 Aug 2026	21 Sep 2026	On-Campus	Shenzhen, China
31 Aug 2026	22 Sep 2026	On-Campus	Bangkok, Thailand

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 257196) 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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