



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

Real Estate Business Operations Management

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 258121 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the competencies to effectively manage real estate business operations within the South African context. It covers operational planning, resource management, compliance with relevant legislation, and performance monitoring to ensure sustainable business success. Learners will be able to apply best practices in property management, client relations, and administrative systems.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	258121
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of operational management to plan, organize, and control real estate business activities.
- Analyze legal and regulatory requirements affecting real estate operations, including the Property Practitioners Act.
- Implement financial management processes such as budgeting, trust account administration, and revenue tracking.
- Evaluate operational performance using key performance indicators and recommend improvements.
- Demonstrate effective leadership and team management skills to enhance productivity and client service.
- Design administrative systems and workflows to streamline property listings, sales, and lease management.

WHO SHOULD ATTEND

- This course is designed for real estate professionals, agency managers, branch managers, and property practitioners who are responsible for overseeing daily operations, managing staff, and ensuring compliance in a real estate business environment.

COURSE OUTLINE

Day 1: Introduction to Real Estate Business Operations

- Overview of the real estate industry in South Africa.
- Regulatory framework: Property Practitioners Act, codes of conduct.
- Core business functions: sales, rentals, property management, administration.
- Introduction to operational management principles.
- The role of technology in modern real estate operations.

Day 2: Financial Management and Compliance

- Trust accounts: opening, maintaining, and auditing.
- Commission structures and payment cycles.
- VAT, income tax, and provisional tax for agencies.
- FICA and AML compliance procedures.
- Financial reporting and budgeting for agencies.

Day 3: Human Resources and Team Management

- Recruitment: job descriptions, interviewing, selecting agents.
- Training and continuous professional development (CPD).
- Performance metrics and KPIs for agents.
- Remuneration models: commission splits, salary plus commission.
- Labour law: independent contractors vs employees, dispute resolution.

Day 4: Marketing, Client Relations, and Technology

- Marketing plans: online and offline channels.
- CRM software: lead management, follow-ups, reporting.
- Social media marketing and content creation.
- Property listing platforms and photography.
- Market analysis and data-driven decision making.

Day 5: Strategic Planning and Business Growth

- Strategic planning: vision, mission, goals.
- Growth strategies: franchising, expansion, niche markets.
- Risk management: insurance, legal risks, data security.
- Business continuity planning.
- Review and continuous improvement of operations.

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 **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, 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 258121) 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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