



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

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COURSE BROCHURE

Incoming and Outgoing Mail Management

Communication Studies and Language / Communication Studies

Unit Standard 259439 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to efficiently manage incoming and outgoing mail in a business environment. It covers sorting, recording, distributing, and dispatching mail while ensuring accuracy, confidentiality, and compliance with organizational policies. The course also addresses the use of electronic mail systems and basic record-keeping.

Category	Communication Studies and Language
Subfield	Communication Studies
Unit Standard	259439
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply procedures for receiving, sorting, and distributing incoming mail.
- Demonstrate the correct methods for dispatching outgoing mail and selecting appropriate postal services.
- Implement record-keeping systems to track mail movements and maintain confidentiality.
- Analyze mail handling processes to identify and resolve common issues.
- Evaluate the use of electronic mail systems and integrate them with physical mail processes.

WHO SHOULD ATTEND

- Administrative staff, office managers, and clerical personnel responsible for handling mail and correspondence in a corporate or government setting.

COURSE OUTLINE

Day 1: Managing Incoming and Outgoing Mail

- Receiving incoming mail: acceptance, sorting, and distribution.
- Dispatching outgoing mail: packaging, addressing, and service selection.
- Maintaining mail registers and tracking systems.
- Handling special mail items (registered, courier, confidential).
- Health, safety, and security considerations in mail handling.
- Legal and regulatory compliance (e.g., Post Office Act, POPIA).
- Common errors and troubleshooting in mail management.

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 3**.

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
07 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	10 Aug 2026	On-Campus	Dubai, UAE
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

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 259439) 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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