



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

Consular Services Knowledge for South African Professionals

Law, Military Science and Security / Sovereignty of the State

Unit Standard 259998 · NQF Level 6 · 20 Credits · 17 Days

COURSE OVERVIEW

This course equips South African professionals with the essential knowledge and skills to understand and apply consular services effectively. It covers the legal framework, types of consular assistance, and protocols for engaging with consular officials, enabling learners to support clients or colleagues in consular matters.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	259998
Accreditation	SAQA Accredited · NQF Level 6 · 20 Credits
Duration	17 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate knowledge of the legal and regulatory framework governing consular services in South Africa.
- Apply procedures for accessing consular assistance, including passport issuance, visa applications, and emergency support.
- Analyze the roles and responsibilities of consular officials and the limits of consular services.
- Evaluate scenarios requiring consular intervention and determine appropriate actions.
- Implement effective communication strategies when liaising with consulates or foreign missions.
- Design a basic guide for clients or colleagues on consular services and protocols.

WHO SHOULD ATTEND

- This course is designed for professionals in corporate, legal, or customer service roles who interact with foreign nationals or require knowledge of consular services for business travel, immigration support, or client advisory.

COURSE OUTLINE

Day 1: Introduction to Consular Services

- Definition and scope of consular services.
- Historical context and evolution of consular services.
- The role of the Department of International Relations and Cooperation (DIRCO).
- Overview of the Vienna Convention on Consular Relations.
- Key stakeholders: embassies, high commissions, consulates, and honorary consuls.
- The importance of consular services for South African citizens and businesses.
- Introduction to the Consular Services Charter.
- Case studies on consular assistance.

Day 2: Legal Framework and Regulations

- Detailed study of the Vienna Convention on Consular Relations.
- Consular functions under international law.
- South African legislation: Consular Services Act, Immigration Act, etc.
- Bilateral agreements and treaties affecting consular services.
- Privileges and immunities of consular officers.
- Legal obligations of host states.
- Case law and precedents in consular law.
- Quiz on legal framework.

Day 3: Consular Services for Citizens Abroad

- Passport services: applications, renewals, and emergency travel documents.
- Notarial services: affidavits, certifications, and legalisations.
- Assistance in emergencies: arrests, hospitalisation, and death.
- Repatriation of remains and evacuation procedures.
- Services for minors: parental consent and child abduction cases.
- Welfare services for destitute citizens.
- Voting abroad: registration and procedures.
- Role of consular officials in crisis management.

Day 4: Consular Services for Foreign Nationals

- Visa categories: tourist, business, study, work, and transit.
- Permanent residence permits and their requirements.
- Asylum seeker and refugee status determination.
- Assistance to foreign nationals in distress: medical, legal, and financial.
- Consular protection for dual nationals.
- Extradition and mutual legal assistance.
- Dealing with human trafficking cases.
- Practical exercise: visa application processing.

Day 5: Communication and Interpersonal Skills

- Principles of effective communication.
- Cross-cultural communication and sensitivity.
- Active listening and questioning techniques.
- Conflict resolution and de-escalation strategies.
- Communicating with distressed or traumatised individuals.

- Language barriers and use of interpreters.
- Role-playing exercises: handling difficult consular cases.
- Feedback and self-assessment.

Day 6: Record Keeping and Data Management

- Consular record-keeping requirements.
- Introduction to consular databases (e.g., CONSUL).
- Document management: filing, retrieval, and archiving.
- Data protection laws: POPIA and international standards.
- Confidentiality and security measures.
- Handling sensitive information: case files and personal data.
- Practical session: data entry and retrieval exercises.
- Audit trails and accountability.

Day 7: Crisis Management and Emergency Response

- Types of crises: natural disasters, political unrest, terrorism, health emergencies.
- Crisis management structure: DIRCO and mission roles.
- Emergency preparedness and contingency planning.
- Communication during crises: internal and external.
- Evacuation procedures and logistics.
- Psychological first aid for victims.
- Case study: response to a major crisis.
- Tabletop exercise: crisis simulation.

Day 8: Consular Services for Businesses and Trade

- Trade promotion and economic diplomacy.
- Business visa and work permit facilitation.
- Assistance to South African businesses: market intelligence, networking.
- Investment promotion and protection.
- Intellectual property rights and commercial disputes.
- Role of consulates in trade fairs and exhibitions.
- Case studies: successful business support.
- Practical exercise: drafting a business advisory note.

Day 9: Cultural and Protocol Awareness

- Diplomatic protocol: precedence, titles, forms of address.
- Cultural norms and customs in different regions.
- Hosting official events: receptions, dinners, meetings.
- Flag etiquette and national symbols.
- Gift-giving and reciprocity.
- Protocol for official visits and delegations.
- Cross-cultural negotiation styles.
- Role-play: planning a diplomatic reception.

Day 10: Ethics and Professional Conduct

- Code of conduct for public servants and consular officers.
- Ethical principles: integrity, accountability, transparency.
- Conflicts of interest: identification and management.

- Dealing with bribery and corruption.
- Whistleblowing and reporting mechanisms.
- Ethical decision-making frameworks.
- Case studies: ethical dilemmas in consular services.
- Discussion and reflection.

Day 11: Technology and Digital Consular Services

- E-consular services: online applications and appointments.
- Social media for consular communication and outreach.
- Digital security: encryption, secure communication.
- Biometrics and identity verification technologies.
- Remote consular services: virtual appointments.
- Data analytics for consular trend analysis.
- Challenges: digital divide and cybersecurity.
- Practical session: using consular software.

Day 12: Stakeholder Engagement and Partnerships

- Stakeholder mapping: government, NGOs, international organisations.
- Building relationships with host country authorities.
- Collaboration with NGOs: Red Cross, IOM, UNHCR.
- Engaging with diaspora communities and associations.
- Public-private partnerships for consular services.
- Communication strategies for stakeholder engagement.
- Case studies: successful partnerships.
- Group exercise: developing a stakeholder engagement plan.

Day 13: Consular Reporting and Documentation

- Types of consular reports: incident reports, situation reports, monthly summaries.
- Reporting formats and templates.
- Writing diplomatic notes and official letters.
- Case management documentation: opening, updating, closing cases.
- Confidentiality and classification of documents.
- Practical session: drafting a consular report.
- Peer review and feedback.

Day 14: Specialised Consular Services

- Services for vulnerable groups: children, elderly, disabled.
- Child abduction and parental child abduction.
- Assistance to victims of crime: theft, assault, fraud.
- Human trafficking: identification and support.
- Forced marriage and honour-based violence.
- Mental health support and referrals.
- Case studies: complex consular cases.
- Guest speaker: expert from victim support organisation.

Day 15: Quality Assurance and Service Improvement

- Quality assurance frameworks: standards and indicators.
- Client feedback mechanisms: surveys, complaints handling.

- Service level agreements and performance metrics.
- Continuous improvement methodologies.
- Benchmarking against international best practices.
- Practical session: analysing feedback data.
- Developing a service improvement plan.
- Presentation of improvement plans.

Day 16: Integration and Capstone Project

- Capstone project brief: designing a consular service initiative.
- Group work: developing the project plan.
- Integration of legal, ethical, cultural, and operational aspects.
- Mock consular scenario: handling a complex case.
- Presentation of capstone projects.
- Peer and facilitator feedback.
- Reflection on learning journey.
- Preparation for final assessment.

Day 17: Final Assessment and Course Wrap-Up

- Final assessment: written test and practical simulation.
- Course review and Q&A; session.
- Feedback collection and course evaluation.
- Certificate ceremony.
- Networking and closing remarks.
- Resources for ongoing learning.
- Alumni network information.

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 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 59,200.00	R 59,200.00
1	In-House	R 76,900.00	R 76,900.00
1	On-Campus (Pretoria)	R 88,800.00	R 88,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	01 Sep 2026	On-Campus	Durban, South Africa
10 Aug 2026	01 Sep 2026	On-Campus	Mauritius
11 Aug 2026	02 Sep 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	03 Sep 2026	On-Campus	Dubai, UAE
13 Aug 2026	04 Sep 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	07 Sep 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	08 Sep 2026	On-Campus	Shenzhen, China
18 Aug 2026	09 Sep 2026	On-Campus	Dubai, 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 259998) 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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