



## 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

# Event Support Services for Specific Genres

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 261157 · NQF Level 4 · 10 Credits · 7 Days

## COURSE OVERVIEW

This course equips learners with the skills to deliver professional event support services tailored to specific event genres, such as corporate conferences, exhibitions, or cultural festivals. Participants will learn to interpret genre-specific requirements, manage logistical support, and ensure seamless service delivery within the unique context of each event type.

| Category        | Services                                         |
|-----------------|--------------------------------------------------|
| Subfield        | Hospitality, Tourism, Travel, Gaming and Leisure |
| Unit Standard   | 261157                                           |
| Accreditation   | SAQA Accredited · NQF Level 4 · 10 Credits       |
| Duration        | 7 days                                           |
| Training Method | Online, On-Campus, In-House                      |
| Certificate     | Issued via AATICD LMS – verifiable online        |

## LEARNING OUTCOMES

- Apply genre-specific event support principles to meet the unique needs of different event types.
- Demonstrate effective communication and coordination skills within a support team for a specific event genre.
- Analyze event genre requirements to plan and prioritize support activities.
- Implement health, safety, and security measures appropriate to the event genre.
- Evaluate the effectiveness of support services and recommend improvements for future events.

## WHO SHOULD ATTEND

- This course is designed for event support staff, coordinators, and junior event managers who are responsible for providing operational support across various event genres.

## COURSE OUTLINE

### Day 1: Introduction to Event Genres and Support Services

- Overview of event genres and their characteristics.
- Event lifecycle and support service touchpoints.
- Stakeholder analysis: clients, vendors, attendees.
- Introduction to service level agreements (SLAs).
- Genre-specific challenges (e.g., security at sporting events).

### Day 2: Planning and Coordination for Event Support

- Support service planning frameworks.
- Risk management: crowd control, weather, equipment failure.
- Communication protocols among teams.
- Logistics: setup, signage, waste management.
- Budgeting for support services.

### Day 3: Equipment and Technical Support

- Types of event equipment: sound, lighting, video.
- Reading and interpreting technical riders.
- Equipment safety and compliance (OHS Act).
- Setup and breakdown procedures.
- Common technical issues and solutions.

### Day 4: Crowd Management and Safety Support

- Crowd dynamics and density management.
- Emergency evacuation plans.
- First aid and medical support coordination.
- Access control systems (wristbands, scanners).
- Alcohol management and security protocols.

### Day 5: Catering and Hospitality Support

- Catering logistics: menu planning, quantities, timing.
- Dietary restrictions and allergen management.
- VIP and green room hospitality.
- Waste reduction and sustainable practices.
- Service standards and presentation.

### Day 6: On-Site Execution and Troubleshooting

- On-site coordination: walkie-talkie protocols.
- Problem-solving scenarios: delays, equipment failure.
- Role of the support services manager.
- Incident documentation and reporting.
- Post-event debriefing techniques.

### Day 7: Review, Assessment, and Industry Best Practices

- Key performance indicators for support services.
- Post-event evaluation and feedback collection.
- Case studies of successful event support.
- Emerging trends: green events, hybrid events.

- Assessment preparation and review.

## 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 **10 NQF credits** at **NQF Level 4**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 28,200.00        | R 28,200.00 |
| 1         | In-House             | R 36,700.00        | R 36,700.00 |
| 1         | On-Campus (Pretoria) | R 42,300.00        | R 42,300.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 12 Aug 2026 | 20 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 12 Aug 2026 | 20 Aug 2026 | On-Campus | Cape Town, South Africa |
| 14 Aug 2026 | 24 Aug 2026 | On-Campus | Durban, South Africa    |
| 14 Aug 2026 | 24 Aug 2026 | On-Campus | Dubai, UAE              |
| 17 Aug 2026 | 25 Aug 2026 | On-Campus | Harare, Zimbabwe        |
| 17 Aug 2026 | 25 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 18 Aug 2026 | 26 Aug 2026 | On-Campus | Durban, South Africa    |
| 18 Aug 2026 | 26 Aug 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](http://www.aaticd.co.za), open the page for this course (Unit Standard 261157) 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](mailto: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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