



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

Animal Welfare Complaint Response Preparation

Agriculture and Nature Conservation / Nature Conservation

Unit Standard 261593 · NQF Level 4 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the knowledge and skills to prepare for and respond effectively to animal welfare complaints. It covers legal frameworks, complaint handling procedures, and ethical considerations, ensuring compliance with South African animal welfare legislation and organisational policies.

Category	Agriculture and Nature Conservation
Subfield	Nature Conservation
Unit Standard	261593
Accreditation	SAQA Accredited · NQF Level 4 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply relevant animal welfare legislation and organisational policies to complaint scenarios.
- Analyze the nature and severity of an animal welfare complaint to determine appropriate response.
- Evaluate evidence and information gathered during a complaint investigation.
- Implement a structured complaint response plan, including documentation and reporting.
- Demonstrate effective communication skills when interacting with complainants and stakeholders.

WHO SHOULD ATTEND

- This course is designed for animal welfare inspectors, animal care workers, and staff in animal-related organisations who may receive or handle animal welfare complaints.

COURSE OUTLINE

Day 1: Foundations of Animal Welfare Complaint Response Preparation

- Overview of animal welfare legislation in South Africa (e.g., Animals Protection Act).
- Ethical considerations in animal welfare complaints.
- Categories and severity levels of animal welfare complaints.
- Complaint intake and initial assessment procedures.
- Evidence collection and documentation standards.
- Stakeholder identification (e.g., owners, authorities, veterinarians).
- Communication protocols and conflict resolution.
- Risk assessment and prioritization of complaint responses.

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 **3 NQF credits** at **NQF Level 4**.

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

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

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 261593) 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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