



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

Efficient Administration Skills

Custom Courses / Administration and Secretarial

Unit Standard AATICD-0024 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips participants with the essential administrative skills to manage office tasks efficiently, improve workflow, and enhance productivity. Learners will develop the ability to organise, prioritise, and execute administrative duties in a professional environment.

Category	Custom Courses
Subfield	Administration and Secretarial
Unit Standard	AATICD-0024
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply effective time management techniques to prioritise and schedule tasks
- Demonstrate professional communication skills in written and verbal interactions
- Implement filing and record-keeping systems to ensure information accessibility
- Analyse office procedures to identify areas for improvement and efficiency gains
- Evaluate the use of office technology to streamline administrative processes
- Demonstrate the ability to manage multiple tasks and meet deadlines consistently

WHO SHOULD ATTEND

- This course is ideal for administrative assistants, office managers, secretaries, and any professionals seeking to improve their administrative efficiency and organisational skills.

COURSE OUTLINE

Day 1: Foundations of Efficient Administration

- Introduction to administrative management
- Core administrative functions and responsibilities
- Key competencies for administrative professionals
- Time management fundamentals: planning, prioritisation, and scheduling
- Communication skills: active listening, clarity, and professionalism
- Office etiquette and professional conduct
- Overview of administrative workflow and process improvement

Day 2: Organisational Systems and Record Keeping

- Filing systems: alphabetical, numerical, and subject-based
- Electronic document management and cloud storage
- Data protection and confidentiality in the workplace
- Efficient use of office equipment (printers, scanners, copiers)
- Introduction to spreadsheet and database management
- Record retention policies and archiving
- Creating checklists and templates for consistency

Day 3: Meeting and Event Coordination

- Types of meetings and their purposes
- Meeting preparation: agenda setting and participant coordination
- Minute-taking techniques: capturing key decisions and action items
- Event planning basics: budgeting, vendor management, and timelines
- Scheduling tools and calendar management
- Handling cancellations and rescheduling
- Post-meeting follow-up and evaluation

Day 4: Financial and Resource Administration

- Basic financial administration: invoices, receipts, and petty cash
- Expense reporting and reimbursement processes
- Inventory management and stock control
- Procurement procedures and vendor communication
- Introduction to budgeting and cost tracking
- Financial record keeping and reconciliation
- Ethics and transparency in financial administration

Day 5: Advanced Administration and Professional Development

- Project management basics for administrators
- Workflow automation and productivity tools
- Stress management and resilience in the workplace
- Building professional relationships and networking
- Career development paths for administrative professionals
- Review of course content and integration activities
- Personal action plan for continuous improvement

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 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
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe

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 AATICD-0024) 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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