



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

Highly Productive Administrator Programme

Custom Courses / Administration and Secretarial

Unit Standard AATICD-0029 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This programme is designed to equip administrative professionals with the skills and knowledge required to manage office tasks efficiently, enhance productivity, and support organisational goals. Participants will learn to apply best practices in time management, communication, and workflow optimisation to become highly effective administrators.

Category	Custom Courses
Subfield	Administration and Secretarial
Unit Standard	AATICD-0029
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 advanced time management techniques to prioritise tasks and meet deadlines.
- Implement efficient office systems and procedures to streamline workflow.
- Demonstrate effective written and verbal communication skills in a professional context.
- Analyze administrative processes to identify areas for improvement and propose solutions.
- Evaluate the use of technology and digital tools to enhance administrative productivity.
- Design a personal productivity plan that aligns with organisational objectives.

WHO SHOULD ATTEND

- This course is ideal for administrative assistants, office managers, secretaries, and any professionals seeking to enhance their administrative productivity and efficiency in a corporate environment.

COURSE OUTLINE

Day 1: Foundations of Productivity and Self-Management

- Introduction to productivity: definitions, benefits and mindset
- Time management principles: Parkinson's Law, time blocking
- Prioritisation techniques: Eisenhower Matrix, Pareto Principle (80/20 rule)
- Goal setting: SMART criteria and breaking goals into tasks
- Self-assessment: identifying personal productivity gaps
- Overview of daily planning tools (paper-based and digital)

Day 2: Effective Communication and Interpersonal Skills

- Assertive vs passive vs aggressive communication
- Active listening: techniques and barriers
- Professional email writing: structure, tone and netiquette
- Telephone etiquette: handling calls, taking messages, voice mail
- Conflict resolution: handling disagreements professionally
- Giving and receiving constructive feedback
- Understanding communication styles (DISC, MBTI basics)

Day 3: Office Systems, Document Management and Technology

- Filing systems: alphabetical, numerical, subject-based, digital folder structures
- Document version control and naming conventions
- Outlook/email management: folders, rules, flags, quick steps
- Calendar management: scheduling, meeting requests, time zones
- Keyboard shortcuts for Windows/Office and productivity tools (e.g., Trello, Asana)
- Information management: handling emails, reports, and data securely
- Creating templates for letters, memos, reports and minutes

Day 4: Meeting Management, Event Coordination and Travel Arrangements

- Types of meetings: staff, project, client, virtual
- Agenda setting: objectives, time allocation, pre-reading
- Minute-taking: formats, recording decisions, action items
- Meeting facilitation: keeping time, managing participation
- Event coordination: venue, catering, AV, invitations, RSVPs
- Travel arrangements: flights, accommodation, car hire, visas
- Budget tracking and expense reporting
- Post-event feedback and lessons learned

Day 5: Workflow Optimisation, Problem-Solving and Continuous Improvement

- Process mapping: flowcharts, swimlane diagrams
- Root cause analysis: 5 Whys, fishbone diagram
- Decision-making models: rational, intuitive, consensus
- Continuous improvement: Kaizen, PDCA cycle
- Managing change and resistance in administrative processes
- Personal productivity action plan: goals, habits, review cycles
- Ethics and confidentiality: POPIA, company policies, professional conduct
- Course wrap-up: assessment, feedback and certification

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-0029) 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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