



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

Office Management for Female Professionals

Custom Courses / Leadership and Management

Unit Standard AATICD-0088 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course empowers female professionals with the essential skills and strategies to excel in office management roles. Participants will develop leadership, communication, and organizational competencies to confidently manage teams, projects, and administrative functions in a corporate environment.

Category	Custom Courses
Subfield	Leadership and Management
Unit Standard	AATICD-0088
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 communication and interpersonal skills to facilitate teamwork and resolve conflicts in the office.
- Demonstrate leadership and assertiveness techniques to manage teams and projects with confidence.
- Analyze office workflows and implement strategies to improve efficiency and productivity.
- Evaluate and apply time management and prioritization methods to meet organizational goals.
- Design and maintain professional documentation and records management systems.
- Implement strategies for professional development and networking to advance career prospects.

WHO SHOULD ATTEND

- This course is designed for female professionals currently in or aspiring to office management, administrative, or supervisory positions who seek to enhance their leadership capabilities and career advancement.

COURSE OUTLINE

Day 1: Foundations of Office Management

- Overview of office management in the South African context.
- Core administrative functions: filing, scheduling, correspondence.
- Professional communication: email etiquette, telephone skills.
- Time management: prioritization, diary management.
- Introduction to office technology and software.
- Professional image and workplace ethics.

Day 2: Organisational and Records Management

- Filing systems: alphabetical, numerical, subject-based.
- Electronic document management and cloud storage.
- Records retention and disposal policies.
- Inventory management: ordering, tracking, stocktaking.
- Meeting coordination: agendas, minutes, follow-ups.
- Data protection and confidentiality.

Day 3: Financial and Resource Management

- Budget preparation and tracking.
- Invoice processing and payment procedures.
- Petty cash management and reconciliation.
- Procurement processes and vendor management.
- Basic financial reports: profit/loss, balance sheets.
- Cost control and resource optimization.

Day 4: Leadership and People Management

- Leadership styles and situational leadership.
- Delegation: assigning tasks, monitoring progress.
- Conflict resolution: mediation and negotiation.
- Team building and motivation.
- Performance management: setting goals, appraisals.
- Diversity and inclusion in the workplace.

Day 5: Strategic Office Management and Career Development

- Strategic planning: vision, mission, objectives.
- Process improvement: lean office, workflow analysis.
- Change management: communication, training.
- Crisis management and business continuity.
- Professional development: networking, certifications.
- Creating a personal office management action plan.

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 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, South Africa
07 Sep 2026	11 Sep 2026	On-Campus	Abu Dhabi, UAE
07 Sep 2026	11 Sep 2026	On-Campus	Harare, 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-0088) 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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