



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

Computerized Management of Institutional Records and Enhanced Skills for Executive Assistants (EAs).

Custom Courses / Records Management

Unit Standard AATICD-0267 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips executive assistants with the skills to computerize institutional records management, ensuring efficient retrieval, security, and compliance. It enhances digital proficiency and administrative capabilities for modern office environments.

Category	Custom Courses
Subfield	Records Management
Unit Standard	AATICD-0267
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 computerized records management systems to organize and maintain institutional records.
- Demonstrate enhanced digital communication and scheduling skills for executive support.
- Analyze records retention policies and implement secure disposal procedures.
- Evaluate information security measures to protect sensitive institutional data.
- Design efficient digital workflows for document processing and retrieval.
- Implement backup and recovery procedures to ensure records integrity.

WHO SHOULD ATTEND

- Executive assistants, administrative professionals, and records clerks seeking to upgrade their digital records management and executive support skills.

COURSE OUTLINE

Day 1: Foundations of Institutional Records Management

- Overview of records management: definitions, importance, and legal context (e.g., PAIA, POPIA).
- Types of records: physical, electronic, and hybrid.
- Records lifecycle: creation, maintenance, use, and disposition.
- Filing systems: alphabetical, numerical, alphanumeric, and subject-based.
- Introduction to records classification and indexing.
- Roles and responsibilities of executive assistants in records management.

Day 2: Computerised Records Management Systems

- Overview of computerised RMS: features, benefits, and common software.
- Creating and managing electronic folders and files.
- Metadata: definition, purpose, and standard fields.
- Naming conventions and version control.
- Searching and retrieving records using keywords and filters.
- User permissions, access levels, and security protocols.
- Backup and disaster recovery basics.

Day 3: Enhanced Administrative and Communication Skills

- Email management: folders, filters, templates, and etiquette.
- Calendar management: scheduling, reminders, and shared calendars.
- Business writing: emails, memos, letters, and reports.
- Time management: prioritisation matrices, task lists, and scheduling.
- Digital collaboration tools: shared drives, project management apps, and video conferencing.
- Managing multiple tasks and deadlines effectively.

Day 4: Records Retention, Disposal, and Compliance

- Records retention scheduling: legal requirements and best practices.
- Disposal methods: shredding, deletion, and secure destruction.
- Records audit: purpose, process, and reporting.
- Compliance monitoring: checking adherence to policies.
- Handling information requests: access, privacy, and disclosure.
- Managing sensitive and confidential records.

Day 5: Integration, Problem Solving, and Continuous Improvement

- Integrating RMS with email, calendar, and task management.
- Common challenges: duplicates, misfiling, and security breaches.
- Problem-solving techniques for records management.
- Process improvement: identifying inefficiencies and proposing solutions.
- Emerging trends: cloud storage, automation, and AI.
- Creating a personal action plan for records management excellence.
- Course review and Q&A.

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
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
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

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-0267) 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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