



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

IT Support Customer Service According To Service Level Agreements Training

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 114052 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips IT support professionals with the skills to deliver customer service that aligns with Service Level Agreements (SLAs). Learners will understand how to interpret SLA terms, manage customer expectations, and escalate issues appropriately to maintain service quality.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	114052
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Interpret key terms and conditions of a Service Level Agreement to guide customer interactions.
- Apply communication techniques to manage customer expectations effectively within SLA constraints.
- Demonstrate the ability to log, track, and escalate support requests according to SLA procedures.
- Evaluate service delivery against SLA metrics and identify areas for improvement.
- Implement corrective actions to address service failures and prevent recurrence.
- Analyze customer feedback to enhance service quality and SLA compliance.

WHO SHOULD ATTEND

- IT support technicians, helpdesk agents, and service desk managers who interact with customers and need to operate within SLA frameworks.

COURSE OUTLINE

Day 1: Introduction to IT Support and Service Level Agreements

- Overview of IT support functions.
- What is a service level agreement?
- Key elements of an SLA: scope, metrics, responsibilities.
- The customer service mindset in IT.
- Common SLA terms and definitions.
- Case study: SLA examples in IT support.

Day 2: SLA Metrics, Monitoring, and Reporting

- SLA metrics: availability, response time, resolution time.
- Monitoring tools and techniques.
- Reporting SLA performance to stakeholders.
- Interpreting SLA reports.
- Escalation procedures and breach management.
- Practical exercise: analysing sample SLA data.

Day 3: Customer Service Communication Skills

- Communication models for IT support.
- Active listening and questioning techniques.
- Handling difficult customers and complaints.
- Setting and managing expectations.
- Documentation and ticketing best practices.
- Role-play scenarios: customer interactions.

Day 4: Incident Management and Problem Resolution

- Incident management lifecycle.
- Prioritisation and categorisation of incidents.
- Problem-solving frameworks (e.g., root cause analysis).
- Escalation paths and communication.
- Knowledge management and self-help resources.
- Case study: resolving incidents within SLA targets.

Day 5: Integration, Continuous Improvement, and Assessment

- Integrating SLA awareness into workflow.
- Continuous improvement methodologies (e.g., PDCA).
- Review of key concepts and best practices.
- Mock assessment and feedback.
- Final assessment preparation.
- Course wrap-up 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 **8 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
24 Aug 2026	28 Aug 2026	On-Campus	Harare, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa
24 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
31 Aug 2026	04 Sep 2026	On-Campus	Shenzhen, China
31 Aug 2026	04 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 114052) 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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