



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

Troubleshooting Single And Multi User Operating Systems Training

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

Unit Standard 114183 · NQF Level 5 · 7 Credits · 4 Days

COURSE OVERVIEW

This course equips learners with the skills to diagnose and resolve common issues in single-user and multi-user operating systems. Participants will learn systematic troubleshooting methodologies, identify hardware and software conflicts, and apply corrective actions to restore system functionality. The course emphasizes practical problem-solving in real-world IT support scenarios.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	114183
Accreditation	SAQA Accredited · NQF Level 5 · 7 Credits
Duration	4 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply systematic troubleshooting methodologies to identify and resolve operating system errors.
- Analyze system logs and diagnostic tools to pinpoint root causes of single-user and multi-user system failures.
- Evaluate hardware and software conflicts affecting operating system stability and performance.
- Implement corrective actions including configuration changes, driver updates, and system restores.
- Demonstrate effective communication of technical issues and solutions to end-users and stakeholders.

WHO SHOULD ATTEND

- IT support technicians, helpdesk agents, and system administrators who are responsible for maintaining and troubleshooting desktop and server operating systems in corporate environments.

COURSE OUTLINE

Day 1: Introduction to Operating Systems and Troubleshooting Fundamentals

- Overview of operating systems (Windows, Linux, macOS)
- Single-user vs multi-user OS characteristics
- OS architecture: kernel, shell, file system, drivers
- Troubleshooting methodology: identify, isolate, resolve, verify
- Introduction to command-line tools (ping, ipconfig, ls, ps)
- Log files and error messages interpretation
- Safe boot modes and recovery environments

Day 2: Troubleshooting Single-User Operating Systems

- Boot process failures and startup repair
- Application crashes and compatibility issues
- Hardware driver conflicts and device management
- Memory and disk diagnostic tools
- System restore and backup strategies
- User profile corruption and file system errors
- Malware removal and security settings

Day 3: Troubleshooting Multi-User Operating Systems

- User account management and permissions (ACLs, groups)
- Authentication failures and password policies
- Network connectivity and shared resource access
- Print server and file server troubleshooting
- Remote desktop and SSH connection issues
- Session management: logon scripts, profile conflicts
- Auditing and event log analysis for multi-user systems

Day 4: Advanced Troubleshooting and Integration

- Performance monitoring tools (Task Manager, Performance Monitor, top)
- Debugging with system logs and crash dumps
- Virtual machine and container OS issues
- Cloud instance and remote server troubleshooting
- Scripting for automated diagnostics (PowerShell, Bash)
- Creating knowledge base documentation
- Case studies and simulated troubleshooting scenarios

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 **7 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 21,500.00	R 21,500.00
1	In-House	R 27,900.00	R 27,900.00
1	On-Campus (Pretoria)	R 32,300.00	R 32,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
11 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	20 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa

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 114183) 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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