



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

Resolving Plant And Equipment Customer Service Problems Training

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 115871 · NQF Level 4 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to effectively resolve customer service problems related to plant and equipment. Participants will learn to identify, analyse, and address customer complaints and issues in a professional manner, ensuring customer satisfaction and loyalty. The training focuses on practical communication and problem-solving techniques tailored to the plant and equipment sector.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	115871
Accreditation	SAQA Accredited · NQF Level 4 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply effective communication techniques to identify and clarify customer service problems related to plant and equipment.
- Analyse the root causes of customer complaints using systematic problem-solving methods.
- Implement appropriate solutions to resolve customer issues, ensuring alignment with organisational policies and procedures.
- Evaluate the effectiveness of implemented solutions and adjust approaches to prevent recurrence.
- Demonstrate professional customer service behaviour, including empathy, active listening, and conflict resolution.
- Document customer interactions and resolutions accurately for record-keeping and continuous improvement.

WHO SHOULD ATTEND

- This course is designed for customer service representatives, technical support staff, and frontline personnel working in the plant and equipment industry who handle customer inquiries and complaints.

COURSE OUTLINE

Day 1: Foundational Concepts and Practical Application

- Introduction to Unit Standard 115871 and course objectives
- Types of plant and equipment customer service problems (e.g., delivery delays, defects, maintenance issues)
- The problem-solving process: identification, analysis, solution development, implementation, and follow-up
- Effective communication techniques: active listening, empathy, and clear explanation
- Documentation and reporting: incident logs, customer feedback forms, and close-out reports
- Role-play scenarios: handling common customer complaints
- Assessment of understanding through case studies and group discussions

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 **4 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	18 Aug 2026	On-Campus	Durban, 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 115871) 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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