



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

Rail Passenger Computerised Reservations System Training

Services / Transport, Operations and Logistics

Unit Standard 117737 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to operate computerised reservation systems specific to the rail passenger industry. Participants will gain proficiency in managing bookings, issuing tickets, and handling customer inquiries within a rail transport environment. The training ensures compliance with industry standards and enhances operational efficiency.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	117737
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the ability to log in, navigate, and perform basic functions within a rail passenger computerised reservation system.
- Apply procedures to create, modify, and cancel passenger reservations accurately.
- Implement fare calculation and ticketing processes in compliance with organisational and industry policies.
- Analyze customer travel requirements and select appropriate services and options using the reservation system.
- Evaluate system outputs to verify booking accuracy and resolve discrepancies.
- Demonstrate effective communication with customers regarding reservation details, changes, and cancellations.

WHO SHOULD ATTEND

- This course is designed for frontline reservation agents, ticketing staff, and customer service personnel employed by rail passenger service providers.
- It is also suitable for individuals seeking to enter the rail transport sector as reservation system operators.

COURSE OUTLINE

Day 1: Rail Passenger Computerised Reservations Systems Fundamentals

- Overview of rail passenger CRS: history, benefits, and industry context.
- System architecture: databases, interfaces, and communication networks.
- User roles and access levels: agents, supervisors, and administrators.
- Basic navigation: login, screen layouts, help functions, and shortcuts.
- Passenger search and selection: criteria, filters, and availability checks.
- Reservation creation: entering passenger details, selecting seats, and confirming bookings.
- Modifying and cancelling reservations: change policies, fees, and rebooking procedures.
- Data integrity and security: password policies, data privacy, and audit trails.

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 3**.

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
04 Aug 2026	04 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	04 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Mauritius
07 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
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	Mauritius

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 117737) 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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