



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

Supporting Learner Management And Learning Experience Assistance Training

Education, Training and Development / Adult Learning

Unit Standard 117865 · NQF Level 4 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the skills to effectively support learner management and learning experience assistance within educational and training environments. It focuses on facilitating learning interventions, managing learner records, and providing guidance to enhance the overall learning experience. Participants will develop the ability to contribute to a positive and productive learning atmosphere.

Category	Education, Training and Development
Subfield	Adult Learning
Unit Standard	117865
Accreditation	SAQA Accredited · NQF Level 4 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of learner management to support learning interventions effectively.
- Demonstrate the ability to assist learners with learning experience challenges.
- Implement strategies to maintain accurate learner records and documentation.
- Evaluate learning support needs and recommend appropriate interventions.
- Facilitate communication between learners and training providers to enhance learning outcomes.

WHO SHOULD ATTEND

- This course is designed for training coordinators, learning facilitators, and administrative staff involved in learner support and management within corporate training or educational settings.

COURSE OUTLINE

Day 1: Foundations of Learner Management and Support

- Introduction to learner management and learning experience assistance.
- Overview of SAQA and relevant unit standards (117865).
- Legislative framework: SA Schools Act, Skills Development Act, and NQF principles.
- Creating an inclusive learning environment: diversity, equity, and accessibility.
- Communication skills for learner support: active listening, questioning, and feedback.
- Techniques for motivating and engaging learners.
- Basic learner data management: attendance, progress records, and confidentiality.
- Practical activity: case study on learner support scenarios.

Day 2: Advanced Support Strategies and Practical Integration

- Designing and implementing individual learning support plans.
- Differentiating instruction and materials for varied learner levels.
- Leveraging technology: learning management systems (LMS) and digital tools.
- Managing difficult conversations and addressing learner grievances.
- Methods for assessing learner progress and providing formative feedback.
- Reflective practice: evaluating effectiveness of learner support.
- Developing a personal action plan for ongoing professional development.
- Role-play and simulation: applying support strategies in real-world contexts.

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	04 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	04 Aug 2026	On-Campus	Mauritius
03 Aug 2026	04 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE

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 117865) 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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