



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

Carry Out A Service Training

Manufacturing, Engineering and Technology / Manufacturing and Assembly

Unit Standard 119751 · NQF Level 2 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the competence to plan, prepare for, and conduct a service training session in a workplace or customer-facing environment. It covers the full cycle from needs identification through delivery and evaluation, ensuring that service standards are consistently met and improved.

Category	Manufacturing, Engineering and Technology
Subfield	Manufacturing and Assembly
Unit Standard	119751
Accreditation	SAQA Accredited · NQF Level 2 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse the service training needs of a target audience and define clear learning objectives.
- Prepare training materials, resources, and the physical environment for effective service training delivery.
- Demonstrate the ability to present service training content using appropriate facilitation techniques.
- Evaluate the effectiveness of the training session and provide constructive feedback to participants.
- Apply relevant health, safety, and quality standards during the planning and delivery of service training.
- Implement record-keeping procedures to document training outcomes and participant progress.

WHO SHOULD ATTEND

- This course is designed for service technicians, customer service representatives, and any staff responsible for delivering product or service training to clients or colleagues in a corporate or technical environment.

COURSE OUTLINE

Day 1: Introduction to Service Training Principles

- Overview of service training and its importance.
- Roles of a service trainer vs. facilitator.
- SAQA and NQF requirements for unit standard 119751.
- Adult learning principles (Knowles' theory).
- Learning styles and their impact on training.
- Ethical considerations in training delivery.
- Introduction to training needs analysis.

Day 2: Planning and Preparing for Service Training

- Setting SMART training objectives.
- Training methods: lecture, demonstration, role-play, group work.
- Selecting and adapting training materials.
- Developing session plans and timetables.
- Identifying and arranging resources (venue, equipment, handouts).
- Risk assessment and contingency planning.
- Preparing assessment tools (checklists, rubrics).

Day 3: Facilitating Service Training Sessions

- Facilitation skills: active listening, questioning, paraphrasing.
- Handling difficult participants and conflicts.
- Encouraging participation and group interaction.
- Using visual aids and technology effectively.
- Providing constructive feedback.
- Techniques to address different learning paces.
- Time management during sessions.

Day 4: Assessing Learner Performance

- Types of assessment: formative vs. summative.
- Designing practical and theoretical assessments.
- Assessment criteria and evidence requirements.
- Conducting assessments: observation, questioning, portfolio review.
- Recording assessment results on prescribed forms.
- Moderating assessments for fairness.
- Giving constructive feedback and identifying gaps.
- Principles of assessment (validity, reliability, fairness).

Day 5: Evaluating and Improving Service Training

- Evaluation models (Kirkpatrick's four levels).
- Methods for collecting feedback: surveys, interviews, focus groups.
- Analysing feedback data to measure outcomes.
- Identifying gaps and recommending improvements.
- Updating training materials and session plans.
- Reporting to stakeholders.
- Continuous professional development for trainers.
- Final assessment and certification requirements.

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 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 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 119751) 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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