



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

Customer Service Level Monitoring for Managers

Business, Commerce and Management Studies / Generic Management

Unit Standard 242829 · NQF Level 4 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips managers with the skills to systematically monitor and evaluate the level of service delivered to a range of customers. Participants will learn to implement effective monitoring systems, analyse service data, and drive continuous improvement in customer service quality within their teams.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	242829
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 customer service monitoring to establish baseline service levels and identify gaps.
- Analyse customer feedback and service data to evaluate performance against defined standards.
- Design monitoring tools and processes tailored to different customer segments and service channels.
- Implement corrective actions and improvement plans based on monitoring results.
- Evaluate the effectiveness of service monitoring systems and recommend enhancements.
- Demonstrate leadership in fostering a customer-centric culture through consistent service level monitoring.

WHO SHOULD ATTEND

- Managers, team leaders, and supervisors responsible for overseeing customer service delivery and ensuring service standards are met across diverse customer groups.

COURSE OUTLINE

Day 1: Fundamentals of Customer Service Level Monitoring

- Introduction to customer service level monitoring
- Defining customer service standards and benchmarks
- Key performance indicators (KPIs) for service levels
- Data collection methods: surveys, feedback forms, and observation
- Analysing service level data: trends and patterns
- Managerial responsibilities in monitoring and improving service
- Case studies on effective service level monitoring

Day 2: Advanced Monitoring Techniques and Practical Application

- Designing a service level monitoring framework
- Real-time monitoring tools: CRM systems and dashboards
- Root cause analysis for service level gaps
- Continuous improvement methodologies (e.g., PDCA cycle)
- Reporting and communicating monitoring results to stakeholders
- Integrating monitoring with performance management
- Action planning for service level enhancement

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
11 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
17 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 242829) 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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