



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

Communication and Information Management Systems

Business, Commerce and Management Studies / Generic Management

Unit Standard 251963 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to effectively utilise communication and information management systems in a corporate environment. Participants will learn to operate various systems, manage data, and apply relevant technologies to enhance organisational communication and information flow.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	251963
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the ability to operate a range of communication and information management systems.
- Apply appropriate systems to capture, store, and retrieve information efficiently.
- Analyse the features and functions of different systems to select the most suitable for specific tasks.
- Implement security measures to protect information integrity and confidentiality.
- Evaluate the effectiveness of communication and information systems in meeting organisational needs.
- Design basic workflows to streamline information management processes.

WHO SHOULD ATTEND

- This course is designed for administrative staff, team leaders, and professionals who need to use communication and information management systems as part of their daily work.
- It is suitable for individuals seeking to improve their proficiency in digital tools and information handling.

COURSE OUTLINE

Day 1: Introduction to Communication and Information Management Systems

- Overview of communication and information management systems.
- Types of systems: transaction processing, management information, decision support, executive information.
- Components: hardware, software, data, procedures, people.
- Data vs information vs knowledge.
- The role of systems in organisational efficiency and decision-making.
- Introduction to systems development life cycle (SDLC).

Day 2: Information Management Principles and Data Governance

- Information management principles: accuracy, timeliness, relevance, completeness.
- Data governance: policies, standards, roles.
- Data quality dimensions and improvement techniques.
- Legal frameworks: POPIA, confidentiality, security.
- Ethical use of information.
- Information lifecycle management.

Day 3: Communication Systems and Technologies

- Types of communication systems: email, instant messaging, VoIP, video conferencing, collaboration platforms.
- Network fundamentals: LAN, WAN, internet, intranet, extranet.
- Unified communications and integration.
- Choosing appropriate communication technologies.
- Barriers to effective communication and how technology can help.
- Best practices for digital communication.

Day 4: Database Management and Information Retrieval

- Database concepts: tables, records, fields, keys.
- Relational database management systems (RDBMS).
- Structured Query Language (SQL) basics: SELECT, INSERT, UPDATE, DELETE.
- Information retrieval techniques: filtering, sorting, searching.
- Data presentation: reports, dashboards, visualisation.
- Data security: authentication, authorisation, encryption.

Day 5: Systems Analysis and Design

- SDLC phases: planning, analysis, design, implementation, maintenance.
- Requirements gathering techniques: interviews, surveys, observation.
- Process modelling: flowcharts, data flow diagrams.
- Use case diagrams and user stories.
- Prototyping and iterative design.
- Change management and user training.

Day 6: Implementation and Support of Information Systems

- Implementation approaches: direct cutover, parallel, phased, pilot.
- Testing: unit, integration, system, user acceptance testing.
- Deployment and data migration.
- Support models: help desk, service level agreements.
- Maintenance types: corrective, adaptive, perfective, preventive.

- Performance monitoring and feedback loops.

Day 7: Integration, Trends, and Practical Application

- Integration of systems: ERP, CRM, SCM.
- Cloud computing and SaaS.
- Artificial intelligence and machine learning in information management.
- Internet of Things (IoT) and data generation.
- Case study: analysing and improving a real-world system.
- Developing a system improvement action plan.
- Course review and assessment.

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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	11 Aug 2026	On-Campus	Lagos, Nigeria
04 Aug 2026	12 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	13 Aug 2026	On-Campus	Mauritius
06 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
07 Aug 2026	17 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	18 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	19 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 251963) 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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