



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

Response Handling Mechanisms Setup

Business, Commerce and Management Studies / Marketing

Unit Standard 252212 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the skills to design and implement effective response handling mechanisms within an organisational context. Participants will learn to establish protocols for managing responses to various incidents, ensuring timely and appropriate actions are taken. The course focuses on creating structured frameworks that enhance organisational resilience and responsiveness.

Category	Business, Commerce and Management Studies
Subfield	Marketing
Unit Standard	252212
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Design response handling mechanisms that align with organisational policies and regulatory requirements.
- Implement procedures for capturing, categorising, and prioritising responses to incidents or requests.
- Evaluate the effectiveness of existing response mechanisms and recommend improvements.
- Apply escalation protocols to ensure appropriate levels of authority are engaged for complex responses.
- Demonstrate the use of monitoring tools to track response times and outcomes.
- Analyse feedback from response handling processes to drive continuous improvement.

WHO SHOULD ATTEND

- This course is ideal for managers, team leaders, and supervisors responsible for developing or improving response systems in their departments.
- It is also suitable for compliance officers and risk management professionals seeking to formalise response handling processes.

COURSE OUTLINE

Day 1: Foundations of Response Handling Mechanisms

- Introduction to response handling mechanisms: definitions and importance
- Regulatory requirements and standards (e.g., OHS Act, SANS codes)
- Core components: detection, assessment, activation, and resolution
- Risk assessment and its integration into response planning
- Types of response mechanisms: manual, automated, and hybrid systems
- Case studies of effective response handling
- Communication protocols and escalation procedures
- Documentation and record-keeping requirements

Day 2: Configuration and Setup of Response Systems

- Step-by-step setup of response handling software and hardware
- Configuring detection parameters and thresholds
- Designing notification hierarchies and communication channels
- Establishing escalation paths and decision trees
- Integration with existing systems (e.g., SCADA, ERP)
- Testing procedures: functional, integration, and user acceptance testing
- Troubleshooting configuration errors and system failures
- Documentation of setup processes and configurations

Day 3: Advanced Integration and Practical Application

- Integration with incident management and business continuity plans
- Data analytics for response performance monitoring
- Post-incident review processes and root cause analysis
- Change management and version control for response configurations
- Advanced features: automation, AI-driven decision support
- Compliance auditing and reporting
- Best practices for maintaining response readiness
- 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 **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
10 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 252212) 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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