



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 Problem Resolution Skills

Services / Transport, Operations and Logistics

Unit Standard 252262 · NQF Level 4 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips participants with the skills to effectively resolve customer service problems in a professional environment. It covers techniques for identifying problems, analyzing root causes, and implementing solutions that restore customer confidence and satisfaction.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	252262
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 a structured problem-solving process to identify and analyze customer service problems.
- Analyze the root causes of customer complaints using appropriate questioning and listening techniques.
- Evaluate alternative solutions and select the most appropriate one based on company policy and customer needs.
- Implement the chosen solution and communicate effectively with the customer throughout the resolution process.
- Demonstrate the ability to manage difficult customer interactions and maintain professionalism under pressure.

WHO SHOULD ATTEND

- Frontline customer service staff, call centre agents, and any employees who interact with customers and need to handle complaints or service failures.

COURSE OUTLINE

Day 1: Foundations of Customer Service Problem Resolution

- Introduction to customer service and problem resolution
- Types of customer problems and complaints
- The problem-solving process: Identify, Analyse, Resolve, Follow-up
- Communication skills: active listening, empathetic responses, questioning
- Conflict resolution techniques and managing difficult customers
- Setting service standards and managing expectations
- Documentation and recording of complaints
- Case studies and role-play scenarios

Day 2: Advanced Problem Resolution and Practical Application

- Advanced problem analysis and root cause identification
- Escalation procedures and team collaboration
- Customer feedback and service recovery strategies
- Monitoring and measuring resolution outcomes
- Continuous improvement in customer service
- Legal and ethical considerations in problem resolution
- Integrating problem resolution into daily work
- Final assessment and action planning

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
04 Aug 2026	05 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	05 Aug 2026	On-Campus	Cape Town, South Africa
04 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	07 Aug 2026	On-Campus	Mauritius
06 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	11 Aug 2026	On-Campus	Mauritius
10 Aug 2026	11 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 252262) 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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