



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

Incident Response and Management Procedures

Law, Military Science and Security / Safety in Society

Unit Standard 253988 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively attend to incidents in the workplace. It covers the procedures for identifying, reporting, and managing incidents to minimize harm and prevent recurrence. Learners will understand their role in incident response and the importance of compliance with organizational policies.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	253988
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate understanding of incident types, causes, and the incident management process.
- Apply procedures for reporting and recording incidents according to organizational requirements.
- Evaluate the immediate response actions required to secure the scene and ensure safety.
- Analyze incident data to identify trends and recommend preventive measures.
- Implement post-incident procedures including debriefing and documentation.
- Demonstrate effective communication during incident response situations.

WHO SHOULD ATTEND

- This course is designed for employees, supervisors, and safety representatives who may be required to respond to incidents as part of their duties.
- It is suitable for individuals working in any sector where incident response procedures are applicable.

COURSE OUTLINE

Day 1: Foundations of Incident Response and Management

- Introduction to incident response: definitions, goals, and importance.
- The incident response lifecycle: preparation, detection, containment, eradication, recovery, and lessons learned.
- Roles and responsibilities: incident response team (IRT), management, legal, PR, and IT.
- Types of incidents: malware, data breaches, denial of service, insider threats, and physical security incidents.
- Incident classification and prioritisation based on severity, impact, and urgency.
- Overview of relevant legislation, regulations, and standards (e.g., POPIA, ISO 27035).
- Communication channels and escalation procedures.
- Introduction to incident response tools and technologies.

Day 2: Detection, Analysis, and Containment

- Detection methods: intrusion detection systems (IDS), security information and event management (SIEM), log analysis, and user reports.
- Incident analysis: determining scope, root cause, and indicators of compromise (IOCs).
- Triage and prioritisation of incidents.
- Containment strategies: short-term vs. long-term containment, isolation, and system shutdown.
- Evidence collection and preservation: imaging, hashing, and chain of custody procedures.
- Legal and regulatory considerations for evidence handling.
- Documentation and incident tracking: incident reports, timelines, and communication logs.
- Coordination with internal and external stakeholders during containment.

Day 3: Eradication, Recovery, and Post-Incident Activities

- Eradication techniques: removing malware, patching vulnerabilities, and changing credentials.
- Recovery planning: system restoration, data recovery, and validation of normal operations.
- Post-incident review: root cause analysis, lessons learned, and improvement recommendations.
- Updating incident response plans, playbooks, and policies.
- Reporting to management, regulators, and affected parties.
- Continuous monitoring and follow-up actions.
- Building a culture of security awareness and proactive threat hunting.
- Final assessment and course wrap-up.

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	19 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 253988) 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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