



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

Help Desk Query Handling for IT Support

Services / Wholesale and Retail

Unit Standard 254594 · NQF Level 2 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips IT support professionals with the skills to effectively handle help desk queries, ensuring timely and accurate resolution of technical issues. Participants will learn to log, track, and escalate queries according to organisational procedures, while maintaining high levels of customer satisfaction.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	254594
Accreditation	SAQA Accredited · NQF Level 2 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply help desk procedures to log, categorise, and prioritise incoming queries.
- Analyse query details to determine the appropriate level of support and resolution path.
- Demonstrate effective communication techniques when interacting with users to clarify issues.
- Implement troubleshooting steps to resolve common hardware and software problems.
- Evaluate query outcomes and escalate unresolved issues to higher-level support when necessary.
- Document query resolutions and update knowledge bases for future reference.

WHO SHOULD ATTEND

- IT support technicians, help desk agents, and any staff responsible for receiving and resolving technical queries within an organisation.

COURSE OUTLINE

Day 1: Foundations of IT Support and Help Desk Operations

- Overview of IT support and help desk functions
- Help desk tiers (Tier 1, 2, 3) and escalation paths
- Service level agreements (SLAs) and key performance indicators (KPIs)
- Professional communication: tone, active listening, and empathy
- The incident management lifecycle: from logging to closure
- Introduction to help desk tools and ticketing systems

Day 2: Incident Management and Ticketing Systems

- Incident vs. service request vs. problem
- Ticketing system interface: creating, updating, and closing tickets
- Categorisation and prioritisation using impact/urgency matrices
- Assignment rules and escalation triggers
- Standard operating procedures (SOPs) for common incidents
- Hands-on exercise: logging and processing sample tickets

Day 3: Effective Communication and Customer Service Skills

- Active listening and probing questions
- Verbal communication: tone, pacing, and clarity
- Written communication: email templates and chat etiquette
- Handling angry or frustrated customers
- Documentation best practices for ticket notes
- Role-play exercises: common support scenarios

Day 4: Troubleshooting Methodologies and Problem-Solving

- Troubleshooting frameworks: OSI model, divide and conquer
- Information gathering: ask, observe, research
- Hypothesis testing and elimination
- Common hardware, software, and network issues
- Verification and closure procedures
- Practical exercise: diagnose simulated faults

Day 5: Hardware and Software Support Fundamentals

- Hardware basics: CPU, RAM, storage, peripherals
- Troubleshooting common hardware issues (no power, slow performance)
- Software installation, licensing, and updates
- Remote support tools (e.g., TeamViewer, RDP)
- Safety and ESD precautions
- Hands-on: disassemble/reassemble a PC and install an OS

Day 6: Network Connectivity and Basic Security

- Network fundamentals: IP addressing, DNS, DHCP
- Command-line tools: ping, tracert, ipconfig, nslookup
- Troubleshooting connectivity: cable, Wi-Fi, VPN
- Common security threats and social engineering
- Security best practices: strong passwords, MFA, antivirus

- Incident reporting for security breaches

Day 7: Knowledge Management and Self-Help Resources

- Knowledge management systems and benefits
- Writing clear and concise knowledge base articles
- Searching and using KBAs effectively
- Building and updating FAQs and self-help portals
- Feedback loops for improving documentation
- Exercise: write a KBA for a common issue

Day 8: Escalation Procedures and Team Collaboration

- Escalation criteria and procedures
- Communication with higher tiers: providing context and logs
- Collaboration tools: chat, video calls, shared documents
- Shift handover best practices
- Post-incident reviews and root cause analysis
- Team-based scenario: handle a complex multi-tier escalation

Day 9: Advanced Support, Self-Service, and Course Integration

- Self-service portals and chatbots
- Metrics and reporting: first call resolution, average handle time
- Introduction to ITIL framework and certification paths
- Career progression in IT support
- Capstone exercise: end-to-end handling of complex requests
- Personal action plan for ongoing learning

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 **12 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	14 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	17 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	18 Aug 2026	On-Campus	Mauritius
07 Aug 2026	19 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, 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 254594) 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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