



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

Fault Report Analysis and Decision Making Procedures

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 259137 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the skills to systematically analyse fault reports, identify root causes, and make informed decisions in line with organisational policies and procedures. It focuses on applying structured decision-making frameworks to ensure consistent and effective resolution of faults in technical or operational environments.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	259137
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse fault reports to identify underlying causes and patterns.
- Apply organisational policies and procedures to guide decision-making.
- Evaluate alternative solutions and select the most appropriate corrective action.
- Document decisions and recommendations in accordance with workplace standards.
- Demonstrate compliance with relevant health, safety, and quality requirements.

WHO SHOULD ATTEND

- Supervisors, team leaders, technicians, and quality assurance personnel responsible for investigating and resolving faults in manufacturing, utilities, or service industries.

COURSE OUTLINE

Day 1: Fundamentals of Fault Report Analysis

- Introduction to fault reports: purpose and key elements
- Classification of faults: mechanical, electrical, software, human error
- Data extraction methods: reading and interpreting fault codes and logs
- Basic analysis techniques: trend identification and root cause analysis
- Linking fault reports to operational procedures and standards
- Practical exercise: analysing sample fault reports

Day 2: Decision Making Procedures and Practical Application

- Decision-making models: cost-benefit analysis, risk matrix, and urgency assessment
- Selecting appropriate corrective actions: repair, replace, monitor, or escalate
- Prioritisation techniques: criticality and impact on operations
- Documentation standards for decisions and follow-up actions
- Communication strategies for presenting analysis and recommendations
- Case study: end-to-end fault report analysis and decision making

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 11,900.00	R 11,900.00
1	In-House	R 15,400.00	R 15,400.00
1	On-Campus (Pretoria)	R 17,800.00	R 17,800.00

UPCOMING SESSIONS

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

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 259137) 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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