



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Automotive Service Workflow Control

Services / Wholesale and Retail

Unit Standard 259884 · NQF Level 4 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to manage and control workflow in an automotive service environment. Participants will learn to plan, prioritize, and monitor tasks to ensure efficient operations and customer satisfaction. The course emphasizes practical application of workflow principles within the South African automotive industry context.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	259884
Accreditation	SAQA Accredited · NQF Level 4 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate understanding of workflow principles in an automotive service environment.
- Apply techniques to plan and prioritize service and repair tasks.
- Monitor and control workflow to meet customer expectations and deadlines.
- Evaluate workflow efficiency and recommend improvements.
- Implement communication strategies to coordinate team activities.

WHO SHOULD ATTEND

- This course is designed for service advisors, workshop managers, and team leaders in automotive service centres who are responsible for coordinating daily workflow and ensuring timely completion of service and repair jobs.

COURSE OUTLINE

Day 1: Automotive Service Workflow Control

- Introduction to workflow control and its importance in automotive service
- Service reception process: job cards, work orders, and estimates
- Scheduling and prioritising jobs: resource allocation and time estimation
- Monitoring workflow: tracking progress, identifying delays, and corrective actions
- Quality control checks and final inspection procedures
- Communication with technicians, parts department, and customers
- Health and safety considerations in workflow planning
- Case study: managing a typical service day

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 **3 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	03 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	03 Aug 2026	On-Campus	Lagos, Nigeria
04 Aug 2026	04 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	05 Aug 2026	On-Campus	Mauritius
06 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
07 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	10 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	11 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 259884) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za