



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

Vehicle Service and Repair Request Processing

Services / Wholesale and Retail

Unit Standard 259919 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to professionally process vehicle service and repair requests in a workshop or dealership environment. It covers customer interaction, job card management, and coordination with technical staff to ensure efficient and accurate service delivery.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	259919
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply customer service principles to receive and document vehicle service or repair requests accurately.
- Analyze customer requirements and vehicle condition to determine appropriate service or repair actions.
- Evaluate job card information to ensure completeness and compliance with organisational procedures.
- Demonstrate effective communication with customers and technical staff to coordinate service workflow.
- Implement quality control checks to verify that completed work meets customer expectations and standards.

WHO SHOULD ATTEND

- Service advisors, workshop controllers, and front-line staff responsible for receiving and processing vehicle service or repair requests in automotive service centres.

COURSE OUTLINE

Day 1: Introduction to Vehicle Service and Repair Request Processing

- Overview of vehicle service and repair industry.
- Types of service and repair requests.
- Roles of service advisors, technicians, and customers.
- Basic documentation: job cards, work orders.
- Communication protocols in a workshop environment.
- Health and safety considerations.
- Introduction to relevant regulations and standards.
- Case studies of typical service requests.

Day 2: Receiving and Recording Service and Repair Requests

- Customer intake procedures.
- Gathering vehicle details: VIN, mileage, symptoms.
- Using job cards and electronic systems.
- Prioritising requests based on urgency.
- Handling difficult customer interactions.
- Data entry accuracy and verification.
- Time management during intake.
- Role-playing customer scenarios.

Day 3: Diagnosing and Planning Repairs

- Overview of vehicle systems (engine, transmission, brakes, etc.).
- Use of diagnostic tools and equipment.
- Interpreting fault codes and symptoms.
- Estimating repair times using standard labour guides.
- Parts identification and ordering procedures.
- Cost estimation and approval processes.
- Documenting diagnostic findings.
- Safety precautions during diagnosis.

Day 4: Managing the Repair Process and Communication

- Workflow management: scheduling and dispatching.
- Tracking repair progress using systems.
- Customer communication: updates, approvals, delays.
- Handling additional repairs and re-estimates.
- Quality control checks before vehicle release.
- Invoicing and payment procedures.
- Dealing with complaints and feedback.
- Team coordination and handover.

Day 5: Quality Assurance, Handover, and Continuous Improvement

- Final inspection and test drive procedures.
- Cleaning and preparing vehicle for handover.
- Explaining completed work to customers.
- Documentation completion and filing.
- Customer satisfaction surveys and follow-up.

- Analysing common issues and errors.
- Process improvement strategies.
- Review of course and assessment preparation.

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 **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

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 259919) 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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