



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

Messenger Program

Custom Courses / Administration and Secretarial

Unit Standard AATICD-0027 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the skills to effectively use messenger programs for professional communication, including instant messaging, file sharing, and collaboration. Participants will learn to manage contacts, maintain message etiquette, and troubleshoot common issues in a corporate environment.

Category	Custom Courses
Subfield	Administration and Secretarial
Unit Standard	AATICD-0027
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 the ability to set up and configure a messenger program for professional use.
- Apply effective communication techniques, including appropriate language and etiquette, in instant messaging.
- Manage contacts, groups, and chat histories to organize and retrieve information efficiently.
- Utilize file sharing and collaboration features to support team workflows.
- Troubleshoot common technical issues related to messenger programs.
- Evaluate security and privacy settings to protect sensitive information during messaging.

WHO SHOULD ATTEND

- This course is designed for administrative staff, team leaders, and any professionals who need to use messenger programs as part of their daily work.
- It is suitable for beginners or those seeking to enhance their proficiency.

COURSE OUTLINE

Day 1: Fundamentals of Messenger Communication

- Introduction to Messenger: overview and use cases.
- Account setup: linking to Facebook, phone number verification.
- Interface tour: chats, inbox, search, and settings.
- Messaging basics: text, emojis, stickers, photos, videos.
- Privacy settings: blocking, reporting, and message requests.
- Contacts: adding, syncing, and organizing.
- Group chats: creation, naming, and management.

Day 2: Advanced Features and Communication Tools

- Voice and video calls: initiating, receiving, and settings.
- File sharing: documents, contacts, and location sharing.
- Messenger Rooms: creating, scheduling, and joining.
- Chat customization: themes, colors, emoji reactions, nicknames.
- Notification management: mute, custom sounds, and priority.
- Message archiving and search.
- Payment integration: sending and requesting money (if applicable).

Day 3: Security, Etiquette, and Practical Integration

- Security best practices: two-factor authentication, phishing awareness.
- Privacy controls: blocking, reporting, and data management.
- Messenger etiquette: tone, response times, group norms.
- Integration: linking with Instagram, Facebook Pages, and chatbots.
- Troubleshooting: connectivity, message delivery, account issues.
- Recap and practical assessment.

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
04 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	20 Aug 2026	On-Campus	Harare, Zimbabwe
25 Aug 2026	27 Aug 2026	On-Campus	Bangkok, Thailand
26 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe

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 AATICD-0027) 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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