



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

Manager Role In Identifying And Referring Vulnerable Employees Training

Business, Commerce and Management Studies / Finance, Economics and Accounting

Unit Standard 114216 · NQF Level 3 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips managers with the skills to identify and appropriately refer employees who may be vulnerable due to personal or work-related challenges. Participants will learn to recognise signs of vulnerability, apply relevant policies, and facilitate referrals to support services, thereby fostering a supportive and legally compliant workplace.

Category	Business, Commerce and Management Studies
Subfield	Finance, Economics and Accounting
Unit Standard	114216
Accreditation	SAQA Accredited · NQF Level 3 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply relevant legislation and organisational policies to identify vulnerable employees.
- Analyse behavioural and performance indicators that may signal employee vulnerability.
- Evaluate the appropriate referral pathways and support mechanisms available.
- Demonstrate effective communication and interviewing techniques when engaging with vulnerable employees.
- Implement a confidential and ethical referral process that respects employee dignity.
- Monitor and review the effectiveness of referrals and support interventions.

WHO SHOULD ATTEND

- Managers, team leaders, supervisors, and HR professionals who are responsible for employee well-being and performance within their teams.

COURSE OUTLINE

Day 1: Manager Role In Identifying And Referring Vulnerable Employees Training

- Defining vulnerability: factors such as illness, stress, trauma, abuse, or financial difficulty.
- Manager's responsibilities and ethical obligations in identifying vulnerable employees.
- Recognizing signs: behavioral changes, performance decline, absenteeism, and emotional cues.
- Communication skills: active listening, empathy, and non-judgmental questioning.
- Referral pathways: internal resources (EAP, HR) and external support services.
- Legal framework: employment equity, OHSA, and confidentiality requirements.
- Case studies: scenarios for identifying and responding to vulnerable employees.
- Developing a supportive workplace culture and policy implementation.

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 3**.

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
10 Aug 2026	10 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Mauritius
12 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	17 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	18 Aug 2026	On-Campus	Shenzhen, China

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 114216) 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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