



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

Conflict Resolution In The Classroom Training

Culture and Arts / Performing Arts

Unit Standard 115495 · NQF Level 6 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips educators with practical skills to manage and resolve conflicts effectively in classroom settings. Participants will learn to identify sources of conflict, apply de-escalation techniques, and foster a positive learning environment.

Category	Culture and Arts
Subfield	Performing Arts
Unit Standard	115495
Accreditation	SAQA Accredited · NQF Level 6 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Identify common sources and types of conflict in the classroom.
- Apply appropriate conflict resolution strategies to de-escalate tense situations.
- Demonstrate effective communication techniques, including active listening and assertive expression.
- Analyze the impact of conflict on the learning environment and learner relationships.
- Implement a structured conflict resolution process to mediate disputes between learners.
- Evaluate the effectiveness of different conflict resolution approaches in diverse classroom contexts.

WHO SHOULD ATTEND

- This course is designed for teachers, lecturers, trainers, and educational support staff who work in classroom or training environments.

COURSE OUTLINE

Day 1: Foundations of Conflict Resolution in the Classroom

- Introduction to conflict resolution: definitions and importance.
- Types and causes of classroom conflict.
- Conflict styles: Thomas-Kilmann model.
- Communication skills: active listening, I-messages, and paraphrasing.
- Emotional intelligence and self-regulation.
- Establishing a positive classroom climate.
- Practical exercises: role-playing common classroom scenarios.

Day 2: Advanced Strategies and Practical Integration

- Mediation and negotiation techniques for educators.
- Restorative justice circles and restorative conversations.
- Handling bullying, cyber-conflict, and power imbalances.
- Developing a classroom conflict resolution policy.
- Collaborative problem-solving with students and parents.
- Case studies: analysing real-life classroom conflicts.
- Action planning: implementing conflict resolution strategies.
- Assessment and reflection: unit standard 115495 outcomes.

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 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,900.00	R 16,900.00
1	In-House	R 22,000.00	R 22,000.00
1	On-Campus (Pretoria)	R 25,400.00	R 25,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
05 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	14 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 115495) 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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