



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

Basic Pastoral Care Skills For Workplace Support Training

Human and Social Studies / Religious and Ethical Foundations of Society

Unit Standard 115913 · NQF Level 5 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips employees and managers with foundational pastoral care skills to provide emotional and psychological support to colleagues in the workplace. Participants will learn to identify signs of distress, respond empathetically, and refer individuals to appropriate professional resources, fostering a supportive and resilient work environment.

Category	Human and Social Studies
Subfield	Religious and Ethical Foundations of Society
Unit Standard	115913
Accreditation	SAQA Accredited · NQF Level 5 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply active listening and empathy techniques to support colleagues in distress.
- Identify signs of emotional or psychological distress in the workplace.
- Demonstrate appropriate boundaries and referral procedures when providing pastoral care.
- Evaluate the ethical and confidentiality considerations in workplace pastoral support.
- Implement a basic pastoral care plan for a colleague in need.
- Analyze the impact of personal well-being on the ability to provide effective support.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, HR professionals, and any employees who wish to develop basic pastoral care skills to support colleagues facing personal or work-related challenges.

COURSE OUTLINE

Day 1: Introduction to Pastoral Care in the Workplace

- What is pastoral care? Historical and contemporary perspectives.
- The workplace as a context for pastoral support.
- Ethical guidelines: confidentiality, boundaries, and referrals.
- Legal considerations: labour law and employee rights.
- Self-awareness: recognising personal biases and limitations.
- Overview of the unit standard 115913 outcomes.

Day 2: Foundational Communication Skills

- Active listening: attending, reflecting, and clarifying.
- Verbal and non-verbal communication cues.
- Questioning skills: open vs closed questions.
- Paraphrasing and summarising techniques.
- Common communication barriers and how to overcome them.
- Practice exercises in pairs.

Day 3: Empathy and Emotional Support

- The neuroscience of empathy.
- Empathy vs sympathy: impact on the helpee.
- Techniques for expressing empathy verbally.
- Recognising and validating emotions.
- Boundaries in emotional support.
- Self-care strategies to prevent compassion fatigue.

Day 4: Crisis Intervention and Trauma Awareness

- Common workplace crises: grief, violence, retrenchment.
- Signs of acute stress reaction and trauma.
- Psychological First Aid (PFA) steps.
- Crisis intervention: assess, listen, link.
- Referral pathways: EAP, counselling, medical aid.
- Role-play crisis scenarios.

Day 5: Counselling Micro-Skills for Pastoral Care

- Micro-skills: reflection, confrontation, immediacy.
- Structuring a helping conversation.
- Setting collaborative goals.
- Action planning and follow-up.
- Ethical considerations in brief counselling.
- Practice sessions with feedback.

Day 6: Diversity and Cultural Sensitivity

- Cultural dimensions of pastoral care.
- Ubuntu and collective care in African contexts.
- Religion and spirituality in the workplace.
- Language barriers and use of interpreters.
- Cultural humility vs cultural competence.

- Case studies: diverse workplace scenarios.

Day 7: Supporting Mental Health and Wellbeing

- Common issues: anxiety, depression, burnout, substance use.
- Signs and symptoms to observe.
- Supportive conversations about mental health.
- Reducing stigma through normalisation.
- Referral resources: psychologists, psychiatrists, helplines.
- Self-care for caregivers dealing with mental health issues.

Day 8: Ethical Decision-Making and Boundaries

- Ethical frameworks: beneficence, non-maleficence, autonomy, justice.
- Decision-making model: identify, analyse, act, reflect.
- Boundary violations vs boundary crossings.
- Managing confidentiality: limits and exceptions.
- Record-keeping and data protection.
- Case studies on ethical dilemmas.

Day 9: Integration, Role-Play, and Action Planning

- Full pastoral care role-play scenarios.
- Peer and facilitator feedback.
- Creating a self-care and development plan.
- Building a support network: supervision and peer consultation.
- Resources: books, online courses, professional bodies.
- Course evaluation and certification.

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 **12 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,000.00	R 35,000.00
1	In-House	R 45,500.00	R 45,500.00
1	On-Campus (Pretoria)	R 52,500.00	R 52,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
06 Jul 2026	16 Jul 2026	On-Campus	Kampala, Uganda
06 Jul 2026	16 Jul 2026	On-Campus	Mbabane, Eswatini
07 Jul 2026	17 Jul 2026	On-Campus	Mombasa, Kenya
08 Jul 2026	20 Jul 2026	On-Campus	Luanda, Angola
09 Jul 2026	21 Jul 2026	On-Campus	Kigali, Rwanda
10 Jul 2026	22 Jul 2026	On-Campus	Kinshasa, DRC
13 Jul 2026	23 Jul 2026	On-Campus	Accra, Ghana
14 Jul 2026	24 Jul 2026	On-Campus	Dar es Salaam, Tanzania

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 115913) 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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