



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

Victim Support Services For Trauma And Crisis Training

Law, Military Science and Security / Safety in Society

Unit Standard 117436 · NQF Level 6 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to provide effective support to victims of trauma and crisis. It focuses on understanding the psychological and emotional impact of traumatic events, and developing appropriate intervention strategies.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	117436
Accreditation	SAQA Accredited · NQF Level 6 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of victim support within a trauma and crisis context.
- Analyze the psychological and emotional responses of victims to trauma.
- Evaluate different intervention strategies for supporting victims.
- Implement appropriate referral and support mechanisms.
- Demonstrate effective communication and empathy skills when interacting with victims.
- Design a basic support plan for a victim of trauma.

WHO SHOULD ATTEND

- This course is designed for individuals working in community support, social services, healthcare, law enforcement, or any role where they may encounter victims of trauma and crisis.

COURSE OUTLINE

Day 1: Introduction to Victim Support Services

- Overview of victim support services in South Africa
- Legal frameworks: Victims' Charter, Domestic Violence Act
- Key terminology and definitions
- The support worker's role within the multidisciplinary team
- Ethical considerations: confidentiality, non-judgmental attitude
- Professional boundaries and self-care

Day 2: Understanding Trauma and Crisis

- Definitions and types of trauma (acute, chronic, complex)
- The stress response: fight, flight, freeze
- Psychological reactions: PTSD, anxiety, depression
- Crisis theory: phases of crisis
- Factors influencing trauma response
- Cultural considerations in trauma perception

Day 3: Communication Skills for Victim Support

- Principles of active listening
- Empathy vs. sympathy
- Verbal and non-verbal communication
- Questioning techniques: open, closed, probing
- Handling silence and emotional expression
- De-escalation techniques

Day 4: Crisis Intervention Models

- Overview of crisis intervention models
- SAFER-R: Stabilize, Acknowledge, Facilitate, Encourage, Recovery
- Psychological First Aid: principles and steps
- Safety assessment and risk management
- Referral pathways for emergency services
- Practical role-play exercises

Day 5: Victimisation and Vulnerable Groups

- Types of victimisation: crime, violence, abuse
- Vulnerable populations: children, elderly, persons with disabilities, LGBTQ+
- Trauma-informed care: principles and practice
- Indicators of abuse and neglect
- Sensitive interviewing techniques
- Cultural competence in victim support

Day 6: Legal and Procedural Aspects

- Overview of the criminal justice system
- Victim impact statements and court preparation
- Victims' rights: information, protection, participation
- Confidentiality and data protection
- Documentation standards and report writing

- Working with law enforcement and prosecutors

Day 7: Supporting Victims of Sexual Offences

- Myths and facts about sexual assault
- Psychological impact of sexual violence
- The role of the support worker in forensic examinations
- Avoiding secondary victimisation
- Referral to specialized services (Thuthuzela Care Centres)
- Self-care for support workers

Day 8: Domestic Violence and Family Crisis

- Types of domestic violence: physical, emotional, economic
- Cycle of violence theory
- Safety planning strategies
- Impact on children and family dynamics
- Legal protections: protection orders
- Resources for shelter and support

Day 9: Grief, Loss, and Bereavement Support

- Models of grief: Kübler-Ross, Worden
- Traumatic grief and disenfranchised grief
- Supporting families after violent death
- Practical assistance: funerals, compensation
- Cultural and religious considerations
- Self-care for the supporter

Day 10: Self-Care and Vicarious Trauma

- Vicarious trauma: definition and symptoms
- Burnout vs. compassion fatigue
- Self-care practices: physical, emotional, social
- Mindfulness and stress reduction techniques
- Supervision and peer support
- Creating a resilience plan

Day 11: Referral Networks and Multi-Agency Collaboration

- Mapping local resources: shelters, counselling, legal aid
- Multi-disciplinary team approach
- Referral protocols and documentation
- Advocacy skills for victims
- Challenges in inter-agency collaboration
- Case study: coordinating a comprehensive response

Day 12: Practical Application and Assessment

- Role-play complex case scenarios
- Peer feedback and debriefing
- Written assessment: case analysis and intervention plan
- Portfolio of evidence review
- Action planning for continued professional development
- 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 **15 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 45,100.00	R 45,100.00
1	In-House	R 58,600.00	R 58,600.00
1	On-Campus (Pretoria)	R 67,600.00	R 67,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	28 Aug 2026	On-Campus	Mauritius
14 Aug 2026	31 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	01 Sep 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	02 Sep 2026	On-Campus	Abu Dhabi, UAE

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 117436) 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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