



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

Advise And Counsel Clients In Terms Of Social Or Legal Problems Training

Law, Military Science and Security / Justice in Society

Unit Standard 119499 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to advise and counsel clients on social or legal problems within a professional framework. It covers ethical considerations, communication strategies, and referral processes to ensure clients receive appropriate support.

Category	Law, Military Science and Security
Subfield	Justice in Society
Unit Standard	119499
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply relevant legal and social frameworks to identify and assess client problems.
- Analyze client situations to determine appropriate advice or referral pathways.
- Demonstrate effective communication and active listening skills when counseling clients.
- Evaluate ethical and confidentiality considerations in advising clients.
- Implement a structured counseling process to support clients in resolving social or legal issues.

WHO SHOULD ATTEND

- This course is designed for professionals in customer service, human resources, social work, or legal advisory roles who need to provide guidance on social or legal issues.
- It is also suitable for managers and team leaders who counsel employees or clients.

COURSE OUTLINE

Day 1: Foundations of Client Advice and Counselling

- Introduction to advice and counselling: definitions and scope.
- Client-centred approach: empathy, active listening, and non-judgement.
- Distinction between advice, counselling, and legal representation.
- Ethical considerations: confidentiality, informed consent, and dual relationships.
- Overview of relevant legislation: Social Assistance Act, Children's Act, and Domestic Violence Act.
- Professional codes of conduct (e.g., SACSSP, Legal Practice Council).
- Self-awareness and personal biases in counselling.
- Case study: Identifying ethical dilemmas in a social work context.

Day 2: Communication and Interviewing Skills

- Verbal communication: tone, pacing, and clarity.
- Non-verbal communication: body language, eye contact, and posture.
- Active listening: reflecting, summarising, and clarifying.
- Interviewing techniques: open-ended, closed, and probing questions.
- Building rapport: empathy, respect, and cultural sensitivity.
- Handling emotional clients: de-escalation and support.
- Documentation: case notes, consent forms, and record-keeping.
- Role-play: Conducting an initial client interview.

Day 3: Understanding Social Problems and Legal Contexts

- Common social problems: unemployment, domestic violence, child protection, and substance abuse.
- Legal remedies: protection orders, maintenance claims, and eviction procedures.
- Social welfare system: SASSA grants, foster care, and housing subsidies.
- Intersectionality: how social and legal issues overlap.
- Referral networks: NGOs, legal aid clinics, and government departments.
- Case study: A client facing domestic violence – legal and social options.
- Impact assessment: psychosocial effects of legal problems.
- Group activity: Mapping referral pathways for a given scenario.

Day 4: Counselling Techniques for Social and Legal Issues

- Crisis intervention: safety planning, stabilisation, and support.
- Problem-solving model: identify, explore, choose, act, review.
- Decision-making frameworks: pros/cons, consequences, and values clarification.
- Empowerment: building client strengths and resilience.
- Trauma-informed care: principles and practical application.
- Grief and loss counselling: normalising emotions and providing support.
- Solution-focused brief therapy: scaling questions, exceptions, and goal setting.
- Role-play: Using problem-solving with a client facing eviction.

Day 5: Legal Processes and Client Representation

- Overview of court structures: magistrates, high court, and specialised courts.
- Legal documents: affidavits, protection orders, and applications.
- Paralegal role: legal advice vs. legal representation.
- Preparing clients for court: what to expect, dress code, and testimony.
- Advocacy skills: presenting client needs to authorities.

- Mediation and alternative dispute resolution.
- Case study: Assisting a client with a maintenance claim.
- Practical exercise: Completing a protection order application.

Day 6: Ethical Decision-Making and Professional Practice

- Ethical decision-making model: identify, consider, decide, evaluate.
- Conflicts of interest: when personal and professional roles clash.
- Dual relationships: risks and management strategies.
- Professional boundaries: physical, emotional, and digital.
- Confidentiality: exceptions (harm to self/others, child abuse, court orders).
- Mandatory reporting: requirements under the Children's Act and Older Persons Act.
- Self-care: preventing burnout and compassion fatigue.
- Group discussion: Analysing an ethical dilemma in counselling.

Day 7: Integration, Case Management, and Evaluation

- Case management cycle: assessment, planning, implementation, review.
- Developing a case plan: goals, actions, timelines, and resources.
- Monitoring and follow-up: tracking client progress.
- Closure: ending the counselling relationship ethically.
- Evaluation: client feedback, outcome measures, and self-reflection.
- Continuous professional development: training, supervision, and networking.
- Final assessment: Presenting a comprehensive case study.
- Course wrap-up: key takeaways and resources.

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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 21,700.00	R 21,700.00
1	In-House	R 28,200.00	R 28,200.00
1	On-Campus (Pretoria)	R 32,600.00	R 32,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
18 Aug 2026	26 Aug 2026	On-Campus	Harare, Zimbabwe
18 Aug 2026	26 Aug 2026	On-Campus	Dubai, UAE
19 Aug 2026	27 Aug 2026	On-Campus	Pretoria, South Africa
20 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
21 Aug 2026	31 Aug 2026	On-Campus	Durban, South Africa
24 Aug 2026	01 Sep 2026	On-Campus	Harare, Zimbabwe
25 Aug 2026	02 Sep 2026	On-Campus	Bangkok, Thailand
26 Aug 2026	03 Sep 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 119499) 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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