



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

Facilitate Community Access To Human Rights Services Training

Human and Social Studies / Public Policy, Politics and Democratic Citizenship

Unit Standard 119663 · NQF Level 2 · 7 Credits · 4 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to facilitate community access to human rights services. It focuses on understanding human rights frameworks, identifying barriers to access, and implementing strategies to promote inclusive service delivery. Learners will develop the ability to empower communities to claim their rights effectively.

Category	Human and Social Studies
Subfield	Public Policy, Politics and Democratic Citizenship
Unit Standard	119663
Accreditation	SAQA Accredited · NQF Level 2 · 7 Credits
Duration	4 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply knowledge of human rights legislation and frameworks to facilitate community access to services.
- Analyze barriers that prevent communities from accessing human rights services and propose solutions.
- Demonstrate effective communication and facilitation skills to engage diverse community groups.
- Evaluate the impact of human rights services on community well-being and access.
- Implement strategies to empower communities to claim their rights and access available services.
- Design community-based interventions that promote awareness and utilization of human rights services.

WHO SHOULD ATTEND

- This training is designed for community development workers, social workers, paralegals, and NGO staff who engage with communities to promote human rights.
- It is also suitable for government officials and volunteers involved in human rights advocacy and service provision.

COURSE OUTLINE

Day 1: Understanding Human Rights and Community Access

- Introduction to human rights: universal principles and SA context.
- Overview of the Bill of Rights and SA Human Rights Commission.
- Common barriers: poverty, illiteracy, stigma, and geographical distance.
- Facilitator's ethical responsibilities and scope of practice.

Day 2: Mapping Community Needs and Resources

- Techniques for needs assessment: surveys, focus groups, interviews.
- Mapping existing services: NGOs, CBOs, legal aid, government offices.
- Identifying vulnerable groups: children, women, persons with disabilities, migrants.
- Participatory tools: community mapping, asset-based community development.

Day 3: Facilitating Access Through Information and Referral

- Developing plain-language resources: pamphlets, posters, radio messages.
- Referral protocols: documentation, follow-up, confidentiality.
- Communication skills: active listening, empathy, cultural sensitivity.
- Using interpreters and multilingual materials.

Day 4: Monitoring, Evaluation, and Sustainability

- Monitoring tools: logs, feedback forms, case tracking.
- Evaluation indicators: number of referrals, client satisfaction, service uptake.
- Sustainability planning: partnerships, funding, capacity building.
- Self-reflection and professional development: peer review, supervision.

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 **7 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 20,500.00	R 20,500.00
1	In-House	R 26,600.00	R 26,600.00
1	On-Campus (Pretoria)	R 30,800.00	R 30,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	13 Aug 2026	On-Campus	Mauritius
18 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
18 Aug 2026	21 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 119663) 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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