



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

Support Marginalised At Risk And Vulnerable Individuals And Groups And Identify Appropriate Referral Services Training

Human and Social Studies / People/Human-Centred Development

Unit Standard 119721 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to support marginalised, at-risk, and vulnerable individuals and groups, ensuring their dignity and well-being. Participants will learn to identify appropriate referral services and apply ethical, rights-based approaches in diverse community and institutional settings.

Category	Human and Social Studies
Subfield	People/Human-Centred Development
Unit Standard	119721
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of human rights and social justice to support marginalised and vulnerable individuals and groups.
- Analyze the needs and risks of at-risk individuals and groups to determine appropriate support interventions.
- Evaluate available referral services and networks to ensure clients receive holistic and timely assistance.
- Demonstrate effective communication and empathy when engaging with vulnerable individuals and groups.
- Design a referral plan that respects the autonomy and confidentiality of the client.
- Implement strategies to monitor and follow up on referrals to ensure continuity of care.

COURSE OUTLINE

Day 1: Understanding Marginalisation, Risk, and Vulnerability

- Key concepts: marginalisation, at-risk, vulnerable individuals and groups.
- Historical and contemporary causes of marginalisation (e.g., apartheid, poverty, disability).
- Types of vulnerability: economic, social, health-related, and legal.
- The role of stigma and discrimination in perpetuating vulnerability.
- Ethical considerations: dignity, confidentiality, non-judgmental approach.
- Overview of relevant South African legislation (e.g., Constitution, Bill of Rights).
- Case studies illustrating marginalisation in South Africa.

Day 2: Identifying At-Risk and Vulnerable Individuals and Groups

- Common characteristics of at-risk and vulnerable populations.
- Specific groups: children in need of care, youth at risk, women experiencing abuse, elderly, persons with disabilities, LGBTIQ+ individuals, refugees, and migrants.
- Indicators of risk: physical, emotional, behavioural, and environmental.
- Assessment techniques: observation, interviews, and standardised tools.
- Barriers to identification (e.g., fear, lack of trust, cultural norms).
- Practical exercise: case study analysis to identify vulnerabilities.

Day 3: Support Strategies for Marginalised and Vulnerable Individuals

- Building rapport and trust with vulnerable individuals.
- Communication skills: active listening, paraphrasing, open-ended questions.
- Person-centred planning: focusing on individual strengths and goals.
- Crisis intervention models (e.g., SAFER-R, psychological first aid).
- Trauma-informed care: recognising trauma responses and avoiding re-traumatisation.
- Supporting autonomy and informed decision-making.
- Role-play scenarios for practising support techniques.
- Self-care strategies for support workers.

Day 4: Identifying and Accessing Appropriate Referral Services

- Overview of referral services: social grants, shelters, healthcare, legal aid, counselling, substance abuse programmes.
- Service directories and how to update them.
- Criteria for selecting appropriate referrals (accessibility, affordability, cultural sensitivity).
- Referral protocols: consent, information sharing, follow-up.
- Working with government departments and NGOs.
- Challenges in referral: waiting lists, resource constraints, geographic barriers.
- Practical exercise: creating a referral pathway for a case study.
- Documentation: referral forms, case notes, and reporting.

Day 5: Integration, Ethics, and Practical Application

- Integrating support and referral strategies: case management approach.
- Ethical dilemmas: confidentiality vs. duty of care, boundary setting.
- Monitoring and evaluation of support outcomes.
- Reflective practice and continuous improvement.
- Simulated case study: full cycle from identification to referral and follow-up.
- Group presentations of support plans.
- Feedback and peer review.

- Action planning for applying learning in the workplace.

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 **8 NQF credits** at **NQF Level 4**.

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
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Harare, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa
24 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
31 Aug 2026	04 Sep 2026	On-Campus	Shenzhen, China
31 Aug 2026	04 Sep 2026	On-Campus	Harare, 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 119721) 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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