



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

Participate In The Provision Of Effective Child And Adolescent Friendly Services Training

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 120172 · NQF Level 4 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips participants with the knowledge and skills to deliver child and adolescent friendly services in healthcare, social, and educational settings. It focuses on applying the principles of child and adolescent development, rights, and participation to ensure services are accessible, respectful, and responsive to their needs. Learners will be able to create safe, supportive environments that promote the well-being and empowerment of children and adolescents.

Category	Health Sciences and Social Services
Subfield	Promotive Health and Developmental Services
Unit Standard	120172
Accreditation	SAQA Accredited · NQF Level 4 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of child and adolescent development to tailor services appropriately.
- Demonstrate understanding of the rights of children and adolescents as enshrined in South African law and international conventions.
- Implement strategies to create a child and adolescent friendly environment that promotes safety, respect, and participation.
- Evaluate the effectiveness of services in meeting the needs of children and adolescents.
- Communicate effectively with children and adolescents using age-appropriate methods.
- Analyze barriers to accessing services and propose solutions to improve accessibility.

WHO SHOULD ATTEND

- This training is designed for professionals working with children and adolescents in health, social services, education, or community-based organizations, including nurses, social workers, teachers, youth workers, and counsellors.

COURSE OUTLINE

Day 1: Introduction to Child and Adolescent Friendly Services

- Overview of CAFS principles
- Legal framework: Children's Act, Constitution, UNCRC
- Ethical considerations: confidentiality, informed consent
- Developmental milestones: physical, cognitive, emotional
- Rights of the child: participation, protection, provision

Day 2: Communication Skills with Children and Adolescents

- Verbal and non-verbal communication
- Active listening and validation
- Age-appropriate language and explanations
- Communicating with adolescents: confidentiality and trust
- Handling sensitive topics: abuse, sexuality, mental health

Day 3: Creating a Safe and Welcoming Environment

- Physical safety: infrastructure, equipment, hygiene
- Emotional safety: non-judgmental attitudes, respect
- Child-friendly signage and materials
- Waiting areas and consultation rooms
- Staff conduct and code of conduct
- Safeguarding policies and reporting procedures

Day 4: Assessment and Consultation Skills

- Health assessment techniques for different ages
- HEADSSS assessment for adolescents
- Involving children in decision-making
- Use of visual aids and play therapy
- Documentation and confidentiality
- Referral pathways for specialised services

Day 5: Addressing Vulnerabilities and Special Needs

- Vulnerable populations: orphans, street children, refugees
- Children with disabilities: accessibility and inclusion
- HIV and AIDS: disclosure, adherence, support
- Child abuse and neglect: identification and response
- Trauma-informed care principles
- Mental health first aid for young people

Day 6: Health Promotion and Education for Young People

- Principles of health promotion for youth
- Participatory methods: role-play, games, group discussions
- Nutrition and physical activity
- Sexual and reproductive health education
- Substance abuse prevention
- Peer education and youth involvement
- Monitoring and evaluation of health promotion

Day 7: Working with Caregivers and Communities

- Communication with caregivers: building trust
- Parenting support and education
- Community involvement and advocacy
- Cultural competence and sensitivity
- Referral to social services and support groups
- Interdisciplinary collaboration

Day 8: Quality Improvement and Monitoring in CAFS

- Quality standards and indicators for CAFS
- Tools for monitoring: checklists, surveys, audits
- Client feedback mechanisms: suggestion boxes, interviews
- Action planning for quality improvement
- Case studies of successful CAFS implementation
- Continuous professional development

Day 9: Integration, Action Planning, and Assessment

- Review of key concepts and skills
- Personal action plan development
- Role-play scenarios: consultation, communication, crisis
- Case study analysis and presentation
- Summative assessment: written test and practical demonstration
- Certification and next steps

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 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	24 Aug 2026	On-Campus	Mauritius
13 Aug 2026	25 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	26 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	28 Aug 2026	On-Campus	Durban, 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 120172) 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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