



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Provide The Patient And Or Carer With Sufficient Information On Which To Base Decisions About Nursing Care Training

Health Sciences and Social Services / Curative Health

Unit Standard 120177 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips healthcare professionals with the skills to provide patients and carers with comprehensive, accurate information necessary for informed decision-making about nursing care. Participants learn to assess information needs, communicate effectively, and support autonomous choices in a healthcare setting.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	120177
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

- Assess the information needs of patients and carers regarding nursing care options.
- Apply ethical and legal principles to ensure informed consent and patient autonomy.
- Communicate complex care information clearly and empathetically to diverse audiences.
- Evaluate the adequacy of information provided to support decision-making.
- Demonstrate respect for cultural, linguistic, and individual differences in information delivery.

WHO SHOULD ATTEND

- Nurses, nursing assistants, and other healthcare providers responsible for educating patients and carers about care options.
- Also suitable for healthcare educators and patient advocates.

COURSE OUTLINE

Day 1: Foundations of Patient-Centred Information Provision

- Ethical principles: autonomy, beneficence, non-maleficence, justice.
- Legal requirements: National Health Act, Patients' Rights Charter.
- Informed consent process and capacity assessment.
- Communication barriers: language, literacy, emotional state.
- Cultural sensitivity and diversity considerations.
- Introduction to shared decision-making models.

Day 2: Communication Skills for Effective Information Exchange

- Active listening: paraphrasing, reflecting, summarising.
- Empathy and building trust.
- Plain language guidelines for health information.
- Teach-back method: steps and practice.
- Chunk-and-check technique.
- Role-play scenarios: breaking bad news, discussing treatment options.
- Adjusting communication for visual, hearing, or cognitive impairments.

Day 3: Information Content and Decision-Support Tools

- Key information elements: diagnosis, prognosis, treatment options, risks, benefits, alternatives.
- Decision aids: types, evidence base, and selection criteria.
- Evaluating readability and cultural appropriateness of materials.
- Numeracy and risk communication: absolute vs relative risk.
- Supporting patients with decisional conflict.
- Managing unrealistic expectations and misinformation.
- Involving carers: information needs and boundaries.

Day 4: Documentation, Handover, and Interprofessional Collaboration

- Documentation standards: SOAP, narrative, and electronic health records.
- Recording consent and decision-making capacity.
- Handover tools: ISBAR, SBAR.
- Interprofessional communication strategies.
- Role of the nurse in care coordination.
- Ethical dilemmas: confidentiality vs disclosure, family involvement.
- Case studies: resolving disagreements within the team.

Day 5: Integration, Assessment, and Quality Improvement

- Simulated scenarios: comprehensive information provision and decision support.
- Peer feedback and self-assessment using rubrics.
- Patient satisfaction and outcome measurement.
- Quality improvement tools: PDSA cycle, audits.
- Developing patient information resources as a team.
- Reflective practice and continuous learning.
- Final assessment: case-based oral or written examination.

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 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 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 120177) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aatid.co.za · www.aatid.co.za