



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

Participate In A Helping Conversation Training

Health Sciences and Social Services / Preventive Health

Unit Standard 120179 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to engage in supportive, empathetic conversations that facilitate personal growth and problem-solving. Participants will learn to apply active listening, questioning, and reflection techniques to create a safe space for others to explore their thoughts and feelings.

Category	Health Sciences and Social Services
Subfield	Preventive Health
Unit Standard	120179
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the ability to establish a helping relationship by using appropriate communication techniques.
- Apply active listening skills, including paraphrasing, summarising, and reflecting feelings.
- Analyse the stages of a helping conversation and implement appropriate interventions.
- Evaluate the effectiveness of a helping conversation and adjust techniques accordingly.
- Design a safe and supportive environment that encourages open communication.

WHO SHOULD ATTEND

- This course is designed for employees in client-facing, supervisory, or team-lead roles who need to conduct helping conversations as part of their daily interactions, such as counsellors, managers, HR professionals, and customer service representatives.

COURSE OUTLINE

Day 1: Foundations of Helping Conversations

- Definition and context of helping conversations in South African settings.
- Core values: respect, empathy, non-judgement, and confidentiality.
- Communication skills: active listening, open-ended questions, paraphrasing, reflecting feelings.
- The helping conversation structure: opening, exploration, focusing, and closing.
- Ethical considerations and boundaries: referral pathways and self-care.
- Practical exercise: role-play a helping conversation scenario.

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 **4 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	18 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 120179) 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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