



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

Interact Sensitively Effectively And Professionally With People Of Diverse Cultural Religious Socio Economic Educational And Professional Backgrounds Training

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 120180 · NQF Level 3 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the skills to interact sensitively, effectively, and professionally with people from diverse cultural, religious, socio-economic, educational, and professional backgrounds. It promotes respect for diversity and enhances communication and collaboration in multicultural environments.

Category	Health Sciences and Social Services
Subfield	Promotive Health and Developmental Services
Unit Standard	120180
Accreditation	SAQA Accredited · NQF Level 3 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of cultural sensitivity and respect when interacting with diverse individuals.
- Analyze personal biases and assumptions that may affect interactions with people from different backgrounds.
- Evaluate communication styles and adapt them to suit diverse cultural and professional contexts.
- Demonstrate professional behavior that acknowledges and values diversity.
- Implement strategies to resolve misunderstandings arising from cultural or socio-economic differences.
- Design inclusive practices that promote equity and belonging in team and client interactions.

WHO SHOULD ATTEND

- This course is designed for professionals, managers, team leaders, and anyone who interacts with diverse groups in the workplace or community settings.

COURSE OUTLINE

Day 1: Foundations of Diversity Sensitivity and Professional Interaction

- Introduction to diversity concepts and the South African context
- Exploring personal cultural identity and unconscious bias
- Legal framework: Employment Equity Act, Promotion of Equality Act
- Communication barriers: language, non-verbal cues, and assumptions
- Active listening and empathy in diverse settings
- Case studies on cultural and religious sensitivity
- Group discussion on socio-economic and educational diversity

Day 2: Professional Application and Integration of Diversity Competence

- Managing cross-cultural conflict and misunderstandings
- Inclusive language: gender, culture, and religion
- Building trust and rapport across diverse backgrounds
- Scenario-based role plays: professional interactions
- Feedback and reflection on personal interaction styles
- Creating an inclusive work environment: policies and practices
- Personal action plan for ongoing development
- Course assessment and certification criteria

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 **5 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	11 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	13 Aug 2026	On-Campus	Mauritius
18 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	19 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 120180) 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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