



## 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](mailto:apply@aaticd.co.za) · Website: [www.aaticd.co.za](http://www.aaticd.co.za)

### COURSE BROCHURE

# Refer Cases In A Probation Work Context Training

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 120284 · NQF Level 4 · 5 Credits · 2 Days

## COURSE OVERVIEW

This course equips probation officers and social workers with the skills to identify cases that require referral to specialized services or other professionals. It covers the legal and ethical frameworks for making referrals within the South African probation work context, ensuring appropriate interventions for offenders and vulnerable individuals.

|                 |                                             |
|-----------------|---------------------------------------------|
| Category        | Health Sciences and Social Services         |
| Subfield        | Promotive Health and Developmental Services |
| Unit Standard   | 120284                                      |
| Accreditation   | SAQA Accredited · NQF Level 4 · 5 Credits   |
| Duration        | 2 days                                      |
| Training Method | Online, On-Campus, In-House                 |
| Certificate     | Issued via AATICD LMS – verifiable online   |

## LEARNING OUTCOMES

- Apply relevant legislation and policies to identify cases requiring referral in a probation work context.
- Analyze case information to determine the need for referral to specialized services or professionals.
- Evaluate the suitability of available referral resources and services for specific cases.
- Implement referral procedures in accordance with organizational protocols and ethical guidelines.
- Document referral decisions and actions accurately for case records and accountability.
- Demonstrate effective communication with referral partners and stakeholders to ensure continuity of care.

## WHO SHOULD ATTEND

- Probation officers, social workers, and other professionals working in the criminal justice system or social development sector who are involved in case management and referral processes.

## COURSE OUTLINE

### Day 1: Foundational Concepts of Case Referral in Probation Work

- Introduction to Unit Standard 120284 and the context of probation work.
- Legislative framework: Criminal Procedure Act, Child Justice Act, and probation services.
- Ethical considerations: confidentiality, informed consent, and duty of care.
- The referral process: assessment, planning, and documentation.
- Identifying client needs: risk assessment, vulnerability, and strengths-based approaches.
- Mapping referral networks: government departments, NGOs, and community resources.
- Case study: Analysing a referral scenario and identifying key steps.

### Day 2: Practical Application and Integration of Referral Skills

- Steps for making a referral: referral forms, contact protocols, and follow-up.
- Inter-agency collaboration: building partnerships and information sharing.
- Communication skills: advocating for clients and negotiating services.
- Monitoring referrals: tracking progress, feedback loops, and documentation.
- Evaluating referral effectiveness: outcomes, challenges, and adjustments.
- Role-play exercise: Conducting a referral meeting with a service provider.
- Case management integration: linking referrals to supervision and support plans.
- Reflection and action planning: Applying learning to own work context.

## 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 4**.

## 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 | Abu Dhabi, UAE          |
| 10 Aug 2026 | 11 Aug 2026 | On-Campus | Dubai, UAE              |
| 10 Aug 2026 | 11 Aug 2026 | On-Campus | Mauritius               |
| 12 Aug 2026 | 13 Aug 2026 | On-Campus | Cape Town, South Africa |
| 12 Aug 2026 | 13 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 12 Aug 2026 | 13 Aug 2026 | On-Campus | Durban, South Africa    |
| 18 Aug 2026 | 19 Aug 2026 | On-Campus | Shenzhen, China         |
| 18 Aug 2026 | 19 Aug 2026 | On-Campus | Abu Dhabi, UAE          |

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](http://www.aaticd.co.za), open the page for this course (Unit Standard 120284) 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](mailto: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@aaticd.co.za](mailto:apply@aaticd.co.za) · [www.aaticd.co.za](http://www.aaticd.co.za)