



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

Victim Empowerment for Service Delivery Professionals

Human and Social Studies / People/Human-Centred Development

Unit Standard 243934 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips service delivery professionals with the knowledge and skills to effectively support victims of crime and violence within their scope of work. Participants will learn to apply victim empowerment principles, provide appropriate referrals, and maintain professional boundaries while delivering trauma-informed services.

Category	Human and Social Studies
Subfield	People/Human-Centred Development
Unit Standard	243934
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles and framework of victim empowerment within a South African context.
- Demonstrate effective communication skills when engaging with victims of crime and violence.
- Analyze the impact of trauma and victimization on individuals and communities.
- Implement appropriate referral pathways to support services for victims.
- Evaluate personal and professional boundaries to prevent secondary trauma.
- Design a victim-centered response that upholds the rights and dignity of victims.

WHO SHOULD ATTEND

- This course is designed for frontline service providers, including social workers, police officers, healthcare workers, and community development practitioners who interact with victims in their daily roles.

COURSE OUTLINE

Day 1: Understanding Victim Empowerment and the Service Delivery Context

- Introduction to victim empowerment: concepts and principles
- Types of victimisation: crime, domestic violence, sexual assault, hate crimes
- The impact of victimisation: physical, emotional, social, and economic
- Legal framework: Victims' Charter, Domestic Violence Act, Sexual Offences Act
- Policy context: Department of Social Development guidelines, SAPS protocols
- Roles of service delivery professionals: police, social workers, health workers, educators
- Principles of trauma-informed care: safety, trustworthiness, choice, collaboration, empowerment
- Barriers to effective victim support: stigma, secondary victimisation, resource constraints

Day 2: Practical Skills for Victim Support and Referral

- Communication skills: active listening, empathy, non-verbal cues, questioning techniques
- Needs assessment: identifying immediate and long-term needs
- Safety planning: risk assessment, emergency contacts, shelter options
- Referral pathways: local resources, NGOs, government departments, helplines
- Documentation and confidentiality: record-keeping, consent, information sharing
- Self-care for professionals: recognising burnout, stress management, supervision
- Case studies: applying skills to scenarios (e.g., domestic violence, child abuse, sexual assault)
- Action planning: integrating victim empowerment into participants' work contexts

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 11,900.00	R 11,900.00
1	In-House	R 15,400.00	R 15,400.00
1	On-Campus (Pretoria)	R 17,800.00	R 17,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
25 Aug 2026	26 Aug 2026	On-Campus	Bangkok, Thailand
25 Aug 2026	26 Aug 2026	On-Campus	Shenzhen, China
25 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE
27 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
27 Aug 2026	28 Aug 2026	On-Campus	Harare, Zimbabwe
27 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa
31 Aug 2026	01 Sep 2026	On-Campus	Harare, Zimbabwe
31 Aug 2026	01 Sep 2026	On-Campus	Victoria Falls, Zimbabwe

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 243934) 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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