



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

Trauma Counselling and Support Service Management

Human and Social Studies / People/Human-Centred Development

Unit Standard 243938 · NQF Level 6 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the competencies required to manage trauma counselling and support services within an organisational context. It focuses on developing skills to coordinate trauma interventions, support counsellors, and ensure effective service delivery. Learners will gain the ability to establish and maintain trauma support systems that promote recovery and resilience.

Category	Human and Social Studies
Subfield	People/Human-Centred Development
Unit Standard	243938
Accreditation	SAQA Accredited · NQF Level 6 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate an understanding of trauma, its impact, and the principles of trauma-informed care.
- Apply strategies to manage and coordinate trauma counselling and support services effectively.
- Evaluate the quality and effectiveness of trauma counselling interventions and support systems.
- Design protocols and procedures for trauma response and ongoing support within an organisation.
- Implement systems to support and supervise trauma counsellors and support staff.
- Analyze ethical and legal considerations in managing trauma counselling services.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, and senior practitioners responsible for overseeing trauma counselling services in corporate, community, or healthcare settings.
- It is also suitable for professionals seeking to enhance their leadership capabilities in trauma support service management.

COURSE OUTLINE

Day 1: Foundations of Trauma Counselling

- Definition and types of trauma (acute, chronic, complex)
- Neurobiological effects of trauma
- Trauma-informed care principles
- Core counselling skills: active listening, empathy, validation
- Ethical considerations and boundaries in trauma work
- Self-care strategies for counsellors

Day 2: Service Management and Practical Integration

- Designing trauma counselling services
- Referral systems and collaboration with other professionals
- Monitoring and evaluation of counselling outcomes
- Handling crisis situations and vicarious trauma
- Advanced counselling interventions (e.g., debriefing, grounding techniques)
- Case study analysis and role-play scenarios

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 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,400.00	R 12,400.00
1	In-House	R 16,200.00	R 16,200.00
1	On-Campus (Pretoria)	R 18,700.00	R 18,700.00

UPCOMING SESSIONS

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

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 243938) 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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