



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

Lead and Guide Healthcare Unit Personnel

Health Sciences and Social Services / Curative Health

Unit Standard 252173 · NQF Level 7 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips healthcare unit supervisors and team leaders with the skills to effectively lead and guide personnel in a clinical or care setting. Participants will learn to apply management principles, foster teamwork, and ensure quality patient care through ethical leadership and clear communication.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	252173
Accreditation	SAQA Accredited · NQF Level 7 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply leadership theories and management principles to guide healthcare unit personnel effectively.
- Demonstrate effective communication and conflict resolution strategies to maintain team cohesion.
- Evaluate team performance and provide constructive feedback to improve service delivery.
- Implement ethical and legal frameworks in managing personnel and patient care.
- Analyze resource allocation and workflow to optimize unit operations.
- Facilitate professional development and mentorship among team members.

WHO SHOULD ATTEND

- Healthcare professionals such as unit managers, charge nurses, clinical supervisors, and team leaders who are responsible for guiding and coordinating the work of personnel within a health care unit.

COURSE OUTLINE

Day 1: Foundations of Leadership and Unit Management

- Introduction to unit leadership and management
- Leadership theories and styles in healthcare
- Team dynamics and role allocation
- Communication strategies for healthcare teams
- Legal and ethical responsibilities of a unit leader
- Overview of healthcare regulations and standards
- Conflict resolution basics
- Time management and prioritisation in a unit

Day 2: Operational Planning and Staff Development

- Operational planning and scheduling
- Delegation principles and accountability
- Supervisory skills: monitoring and feedback
- Staff development and continuous education
- Performance appraisal methods
- Quality assurance and improvement frameworks
- Resource management: equipment, supplies, and budget
- Managing change and innovation in the unit

Day 3: Advanced Leadership, Problem-Solving, and Practical Integration

- Critical thinking and decision-making in healthcare
- Crisis management and emergency response leadership
- Performance evaluation and continuous improvement
- Advanced delegation and empowerment techniques
- Team motivation and morale building
- Case study analysis: real-world unit scenarios
- Role-play: leading a team meeting and resolving conflict
- Integration of leadership, management, and practical skills

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 **6 NQF credits** at **NQF Level 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,200.00	R 15,200.00
1	In-House	R 19,800.00	R 19,800.00
1	On-Campus (Pretoria)	R 22,800.00	R 22,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	26 Aug 2026	On-Campus	Harare, Zimbabwe
24 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE
25 Aug 2026	27 Aug 2026	On-Campus	Bangkok, Thailand
25 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
26 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
26 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China
31 Aug 2026	02 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	02 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 252173) 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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