



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

Managing Mentally Ill Patients in Emergencies

Health Sciences and Social Services / Preventive Health

Unit Standard 254218 · NQF Level 3 · 3 Credits · 1 Day

COURSE OVERVIEW

This course equips healthcare professionals, emergency responders, and support staff with the essential skills to safely and effectively manage mentally ill patients during emergency situations. Participants will learn to assess, de-escalate, and stabilise patients in crisis, ensuring both patient and provider safety. The training aligns with South African healthcare protocols and ethical standards.

Category	Health Sciences and Social Services
Subfield	Preventive Health
Unit Standard	254218
Accreditation	SAQA Accredited · NQF Level 3 · 3 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply de-escalation techniques to safely manage aggressive or agitated mentally ill patients in emergency settings.
- Demonstrate the ability to conduct a rapid mental status assessment to identify acute psychiatric emergencies.
- Implement appropriate emergency interventions for common psychiatric crises such as psychosis, suicidal behaviour, and substance-induced disorders.
- Evaluate environmental and situational risks to ensure the safety of the patient, healthcare team, and bystanders.
- Communicate effectively with patients, families, and multidisciplinary team members during psychiatric emergencies.
- Analyse ethical and legal considerations, including the Mental Health Care Act of South Africa, when managing involuntary patients.

WHO SHOULD ATTEND

- This course is designed for paramedics, emergency room nurses, psychiatric aides, security personnel in healthcare settings, and any first responders who may encounter mentally ill patients in crisis situations.

COURSE OUTLINE

Day 1: Managing Mentally Ill Patients in Emergencies

- Introduction to the Mental Health Care Act and patient rights
- Common psychiatric emergencies: psychosis, aggression, suicide risk, substance-induced crises
- Triage and assessment of mental health patients in emergency departments
- De-escalation techniques: verbal and non-verbal communication
- Physical intervention and restraint: when and how to apply safely
- Medication management: rapid tranquillisation and side effects
- Documentation and handover to mental health teams
- Self-care and debriefing for staff after critical incidents

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Mauritius
11 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	18 Aug 2026	On-Campus	Dubai, 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, open the page for this course (Unit Standard 254218) 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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