



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

Hostage Negotiator Team Participation

Law, Military Science and Security / Safety in Society

Unit Standard 256035 · NQF Level 6 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the knowledge, skills, and attitudes required to participate effectively as a member of a hostage negotiation team. It covers the principles of negotiation, communication strategies, stress management, and team coordination in high-pressure environments. Successful completion enables learners to contribute to resolving hostage incidents safely and ethically.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	256035
Accreditation	SAQA Accredited · NQF Level 6 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply negotiation principles and communication techniques to manage hostage situations effectively.
- Analyze the dynamics of a hostage incident to inform negotiation strategy and decision-making.
- Evaluate the psychological state of hostages and perpetrators to adapt negotiation approaches.
- Demonstrate stress management and self-regulation skills during high-pressure negotiation scenarios.
- Implement team coordination protocols and maintain clear communication within the negotiation team.

WHO SHOULD ATTEND

- This course is designed for security personnel, law enforcement officers, crisis response team members, and professionals who may be required to participate in hostage negotiation operations as part of their duties.

COURSE OUTLINE

Day 1: Introduction to Hostage Negotiation

- Definition and scope of hostage negotiation
- Historical case studies and lessons learned
- Core negotiation principles: communication, empathy, patience
- Legal considerations: use of force, rights of hostages, jurisdiction
- Team structure and roles: primary negotiator, coach, intelligence, tactical liaison

Day 2: Communication Skills and Active Listening

- Active listening: paraphrasing, summarising, reflecting
- Open-ended and closed-ended questions
- Emotional intelligence and empathy
- Non-verbal cues and body language
- Dealing with anger, fear, and manipulation

Day 3: Crisis Intervention and Behavioural Assessment

- Crisis theory and types: emotional, instrumental, psychotic
- Behavioural indicators: suicide by cop, barricade, domestic violence
- Crisis intervention models: SAFER, ICER, NOVA
- Risk assessment: threat to self, hostages, public
- Cultural and contextual factors in South Africa

Day 4: Negotiation Strategies and Tactics

- Strategic approaches: collaborative vs. competitive
- Tactical communication: mirroring, labelling, pacing
- Managing demands: prioritisation, delay, trade-offs
- Use of deadlines and consequences
- Integration with tactical operations: containment, intelligence sharing

Day 5: Intelligence Gathering and Analysis

- Sources of intelligence: witnesses, records, social media
- Verification and reliability assessment
- Analysis techniques: timeline, motive, connections
- Real-time intelligence sharing with negotiator
- Legal and privacy considerations

Day 6: Team Coordination and Command Structure

- Incident command structure: unified command, negotiation cell
- Roles: lead negotiator, coach, scribe, intelligence officer, liaison
- Briefing formats: initial, update, shift handover
- Stress management and psychological support
- Communication protocols: radio, phone, digital

Day 7: Ethical and Legal Considerations

- Ethics: truthfulness, promise-keeping, proportionality
- Legal framework: South African Police Service Act, Constitution
- Media management: press releases, confidentiality
- Cultural sensitivity: language, customs, religion

- Post-incident legal review and reporting

Day 8: Scenario-Based Role Play and Simulation

- Multiple scenarios: barricade, hostage, suicide threat
- Role play with actors or trainers as perpetrators
- Integration of intelligence and tactical updates
- Debrief and after-action review
- Performance assessment and improvement areas

Day 9: Final Assessment and Integration

- Final full-scale simulation with multiple challenges
- Assessment criteria: communication, strategy, teamwork, ethics
- Post-incident procedures: debrief, psychological support, report writing
- Continuous professional development resources
- Course evaluation and certification

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 **12 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 36,600.00	R 36,600.00
1	In-House	R 47,600.00	R 47,600.00
1	On-Campus (Pretoria)	R 55,000.00	R 55,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	24 Aug 2026	On-Campus	Mauritius
13 Aug 2026	25 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	26 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa

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 256035) 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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