



## 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

# Client Interaction in Health and Pharmaceutical Settings

Health Sciences and Social Services / Curative Health

Unit Standard 256476 · NQF Level 3 · 6 Credits · 3 Days

## COURSE OVERVIEW

This course equips participants with the skills to interact professionally and effectively with clients in health and pharmaceutical settings. Learners will develop the ability to handle inquiries, manage complaints, and provide accurate information while maintaining confidentiality and ethical standards.

Category	Health Sciences and Social Services
Subfield	Curative Health
Unit Standard	256476
Accreditation	SAQA Accredited · NQF Level 3 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

## LEARNING OUTCOMES

- Apply effective communication techniques to interact with clients in a health and pharmaceutical environment.
- Demonstrate adherence to ethical and legal requirements when handling client information and queries.
- Analyze client needs and provide appropriate responses within scope of practice.
- Evaluate and manage client complaints or conflicts using prescribed procedures.
- Implement strategies to maintain client confidentiality and data protection.
- Demonstrate professionalism and cultural sensitivity in all client interactions.

## WHO SHOULD ATTEND

- This course is designed for healthcare support staff, pharmacy assistants, front-desk personnel, and any professionals who engage with clients in hospitals, clinics, or pharmaceutical environments.

## COURSE OUTLINE

### Day 1: Foundations of Client Interaction in Health and Pharmaceutical Settings

- Overview of SAQA unit standard 256476 and course outcomes
- Ethical and legal considerations: confidentiality, informed consent, professional boundaries
- The South African healthcare and pharmaceutical landscape: public vs private sectors
- Key stakeholders: patients, healthcare providers, pharmacists, support staff
- Principles of therapeutic communication: empathy, respect, cultural sensitivity
- Verbal communication: tone, clarity, jargon avoidance
- Non-verbal communication: body language, eye contact, proxemics
- Barriers to communication: language, literacy, emotional state, environmental factors

### Day 2: Advanced Communication Skills and Conflict Management

- Types of questions: open, closed, probing, reflective
- Providing clear health information: teach-back method
- Handling difficult clients: anger, anxiety, non-adherence
- Conflict resolution models: CALM, LEARN
- Cultural competence and health beliefs
- Communication with vulnerable populations: elderly, children, mental health
- Documentation: SOAP notes, patient records, confidentiality
- Interprofessional communication: SBAR, handovers, teamwork

### Day 3: Practical Integration and Assessment

- Complex case studies: medication counselling, breaking bad news, informed consent
- Ethical dilemmas: confidentiality vs duty to warn, resource allocation
- Self-assessment and peer feedback
- Action planning for ongoing skill development
- Review of key concepts and Q&A;
- Summative assessment: observed role-plays and written reflection

## 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 3**.

## PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

## UPCOMING SESSIONS

Start	End	Method	Venue
07 Jul 2026	09 Jul 2026	On-Campus	Kinshasa, DRC
07 Jul 2026	09 Jul 2026	On-Campus	Mombasa, Kenya
08 Jul 2026	10 Jul 2026	On-Campus	Kampala, Uganda
08 Jul 2026	10 Jul 2026	On-Campus	Luanda, Angola
13 Jul 2026	15 Jul 2026	On-Campus	Dar es Salaam, Tanzania
13 Jul 2026	15 Jul 2026	On-Campus	Kinshasa, DRC
14 Jul 2026	16 Jul 2026	On-Campus	Kampala, Uganda
14 Jul 2026	16 Jul 2026	On-Campus	Luanda, Angola

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](http://www.aaticd.co.za), open the page for this course (Unit Standard 256476) 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](mailto: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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