



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

Community Health Rights Service Access Assistance

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 260617 · NQF Level 1 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to assist community members in accessing health and social services in accordance with their health-related human rights. Participants will learn to identify service barriers, facilitate referrals, and advocate for equitable access within the South African healthcare context.

Category	Health Sciences and Social Services
Subfield	Promotive Health and Developmental Services
Unit Standard	260617
Accreditation	SAQA Accredited · NQF Level 1 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply knowledge of health-related human rights to identify service access needs in the community.
- Analyze barriers that prevent community members from accessing health and social services.
- Demonstrate effective communication and referral techniques to link individuals with appropriate services.
- Evaluate the effectiveness of referral pathways and support mechanisms for community members.
- Advocate for the health rights of vulnerable groups within the framework of South African legislation.

WHO SHOULD ATTEND

- Community health workers, social auxiliary workers, and volunteers who engage with communities to support access to health and social services.
- Also suitable for entry-level practitioners in NGOs, government departments, and community-based organisations.

COURSE OUTLINE

Day 1: Foundations of Community Health Rights and Service Access

- South African Constitution and Bill of Rights: health as a right
- National Health Act and Patients' Rights Charter
- Social determinants of health and equity
- Common barriers: geographic, financial, cultural, and systemic
- Role of community health workers and outreach teams
- Informed consent, confidentiality, and patient advocacy
- Overview of primary healthcare services and referral pathways

Day 2: Navigating Health Systems and Support Mechanisms

- Structure of South African public health system: clinics, CHCs, district hospitals
- Referral protocols and continuity of care
- Assisting with NHI registration, chronic medication refills, and adherence
- Communication: active listening, health literacy, and cultural sensitivity
- Support for vulnerable groups: maternal health, TB/HIV, mental health, disability
- Basic counselling and crisis intervention principles
- Documentation and record-keeping for service access assistance

Day 3: Practical Integration and Community Engagement

- Case studies: assisting clients with denied services, language barriers, or discrimination
- Ethical decision-making: balancing advocacy with professional boundaries
- Community health education and rights awareness strategies
- Interprofessional collaboration and referral follow-up
- Monitoring and evaluation of service access interventions
- Developing a personal action plan for community practice

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 1**.

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
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	19 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, 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 260617) 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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