



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

Crisis and Trauma Management

Custom Courses / Health, Safety and Environment (HSE)

Unit Standard AATICD-0247 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively manage crisis situations and provide trauma support in the workplace. Participants will learn to identify potential crises, implement response plans, and offer psychological first aid to affected individuals, ensuring organizational resilience and employee well-being.

Category	Custom Courses
Subfield	Health, Safety and Environment (HSE)
Unit Standard	AATICD-0247
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Explain the principles of crisis and trauma management in the workplace.
- Identify potential crisis situations and assess their impact on individuals and the organization.
- Develop and implement a crisis response plan tailored to organizational needs.
- Apply psychological first aid techniques to support individuals experiencing trauma.
- Evaluate the effectiveness of crisis interventions and recommend improvements.
- Demonstrate effective communication strategies during and after a crisis.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, HR professionals, health and safety officers, and team leaders who may be responsible for crisis response and trauma management within their organizations.

COURSE OUTLINE

Day 1: Foundations of Crisis and Trauma

- Introduction to crisis and trauma concepts
- Types of crises: natural disasters, violence, accidents, etc.
- Trauma response: acute stress, PTSD, vicarious trauma
- Ethical considerations and confidentiality
- Self-care for crisis workers

Day 2: Crisis Intervention Models and Communication

- Crisis intervention models (Roberts' Seven-Stage, ABC)
- Psychological First Aid (PFA) principles
- Communication skills: empathy, validation, paraphrasing
- De-escalation strategies for agitated individuals
- Safety planning and risk assessment

Day 3: Trauma-Informed Care and Support

- Trauma-informed care: safety, trustworthiness, choice, collaboration
- Cultural considerations in trauma response
- Stabilisation techniques: breathing, grounding, containment
- Referral pathways: counselling, medical, social services
- Documentation and reporting

Day 4: Managing Specific Crises and Trauma Scenarios

- Suicide risk assessment and intervention
- Sexual assault and domestic violence: immediate support
- Community violence: gang violence, protests, xenophobia
- Workplace crises: armed robbery, accidents, death
- Critical incident stress debriefing

Day 5: Integration, Self-Care, and Practical Application

- Role-play scenarios integrating all skills
- Ethical decision-making in complex cases
- Self-care strategies: supervision, debriefing, boundaries
- Developing a crisis response protocol
- Final assessment and feedback

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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, 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 AATICD-0247) 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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