



INSTITUTE OF SOCIAL WORK

210 Shekilango Road | P.O. Box 3375, 14113 Kijitonyama, Dar es Salaam

Tel: +255 (22) 2700918 / 2774443 | Fax: +255 (22) 2701375 | info@isw.ac.tz | www.isw.ac.tz

INVITATION TO ATTEND AN ONLINE SHORT COURSE BASIC GUIDANCE AND COUNSELLING, ADOLESCENT SUPPORT, BEHAVIOUR MODIFICATION AND POSITIVE DISCIPLINE

October 2026 1st Cohort | Four weeks, fully online

Course title	Basic Guidance and Counselling, Adolescent Support, Behaviour Modification and Positive Discipline
Dates	5 th October 2026 to 30 th October 2026 (Four weeks)
Delivery mode	Fully online. Live, facilitator-led sessions on (Zoom / Microsoft Teams), with course materials and activities on platform].
Time commitment	32 contact hours in total: one taught day (09:00–12:00 and 14:00–17:00) plus one two-hour skills practice each week. Approximately 60 notional learning hours including guided reading and assessment.
Language	English, with Kiswahili used in discussion and skills practice where it aids understanding.
Fee	TZS 500,000 per participant. Early-registration and group rates apply — see Section 8.
Award	Institute of Social Work Certificate of Competence, issued on at least 80% attendance and a pass in the course assessment.
Class size	Maximum of 30 participants, to protect the quality of skills practice.
Registration closes	Earlier if the cohort fills.

1. Introduction

The Institute of Social Work (ISW) is a public higher learning institution in Tanzania, established under Act No. 26 of 1973 as amended by the Written Laws (Miscellaneous Amendments) Act No. 25 of 2002. The Institute is mandated to provide training, conduct research and offer consultancy services in social work and related fields.

In fulfilling this mandate, ISW responds to the behavioural and psychosocial challenges affecting individuals, families, children, adolescents and communities. Teachers, parents, wardens, matrons, welfare officers and community leaders are, in practice, the first people to whom a distressed child or adolescent turns. They are rarely trained for that role. The consequence is that early warning signs are missed, unhelpful disciplinary responses are used, and young people who need specialised help are not referred in time.

This course is ISW's response. It equips people who work with others — but who are not mental health specialists — with the practical skills to understand behaviour, listen well, respond safely, promote positive behavioural change, recognise when a problem is beyond their competence, and refer appropriately.

2. Why this course

- It is built for non-specialists. The course does not train participants to be psychologists or psychotherapists. It builds a clearly bounded set of helping skills, and it teaches participants where that boundary lies.
- It is skills-based, not lecture-based. Every module includes observed skills practice with structured feedback, in addition to taught content.
- Safety is taught explicitly. Confidentiality, consent, scope of practice, safeguarding and referral are treated as core content, not as afterthoughts.
- It fits around a working week. Sessions are concentrated into one taught day and one short practice laboratory per week, so participants do not need to take a month of leave.
- It is assessed. Participants who complete the course hold a certificate that reflects demonstrated competence, not merely attendance.

3. Learning outcomes

By the end of the course, participants will be able to:

Ref.	On completion, the participant will be able to...	Taught in
LO1	Explain human behaviour and development, and the biological, psychological, social and environmental factors that shape individual and adolescent behaviour.	Module 1
LO2	Demonstrate basic communication, active listening and supportive counselling skills in a structured helping conversation.	Module 2
LO3	Apply the principles of counselling ethics — confidentiality, consent, boundaries and scope of practice — to their own working context.	Module 2
LO4	Apply behaviour modification techniques, including reinforcement, shaping and modelling, to promote positive behaviour.	Module 3
LO5	Identify common adolescent behavioural and psychosocial difficulties and provide safe first-line support.	Module 4
LO6	Apply positive discipline and constructive conflict management in place of punitive responses.	Module 5
LO7	Recognise safeguarding concerns and situations beyond their competence, and make a timely and appropriate referral using local referral pathways.	Module 5
LO8	Apply basic self-care strategies to manage the emotional demands of a helping role.	Modules 2 and 5

4. Course content and structure

The course is organised into five modules delivered over four weeks. Each taught day is followed by a two-hour skills practice laboratory in which participants rehearse the week's skills in small groups and receive structured feedback from a facilitator.

Module	Title	Indicative content	Contact hours
1	Human Behaviour and Development	Introduction to human behaviour and development; biological, psychological and social influences; personality and individual differences; emotions, motivation, attitudes and beliefs; social and environmental influences.	6
2	Basic Guidance and Counselling	Meaning, principles and approaches of guidance and counselling; basic counselling skills (attending, active listening, questioning, reflecting, summarising); supportive counselling skills; ethics in counselling — confidentiality, informed consent, boundaries and scope of practice; helper self-care.	8
3	Behaviour Modification	Concepts and principles; behaviour assessment; reinforcement and punishment; shaping and modelling; behaviour modification approaches and their application in home, school and institutional settings.	6
4	Adolescent Support	Adolescent development; common mental health and psychosocial difficulties; recognizing distress; first-line support and de-escalation; supporting adolescents affected by loss, violence or family disruption.	6
5	Positive Discipline, Safeguarding and Referral	Positive discipline in place of corporal and punitive approaches; conflict management; child protection and safeguarding duties; recognizing and responding to disclosure; building and using a local referral pathway; documentation and follow-up.	6
	Total contact hours	Comprising 24 hours of taught sessions and 8 hours of skills practice laboratories.	32

5. Who should attend

The course is designed for anyone whose work brings them into a helping relationship with children, adolescents or adults, and who has no formal counselling qualification. It is particularly suited to:

a) Parents and guardians	b) Teachers and other education professionals
c) Counsellors and guidance officers	d) Social workers and social welfare officers
e) Deans of students	f) Wardens, matrons and patrons
g) Youth leaders	h) Community development practitioners
i) Religious leaders	j) Human resource and staff welfare officers

Entry requirements

- A minimum of Form Four (CSEE) education, or equivalent practical experience in a role involving the care, supervision or support of others.
- Working proficiency in English sufficient to follow taught sessions and complete written activities.
- Access to a computer, tablet or smartphone with a camera and microphone, and an internet connection able to support video participation.

Participants are not required to hold a prior qualification in psychology, counselling or social work.

6. How the course is delivered

The course is delivered online by experienced facilitators and psychologists of the Institute of Social Work, using a participatory training approach. Teaching methods include simulations, case studies, role play, small group discussion, brainstorming and demonstration.

Weekly pattern

- **Taught day (6 hours).** Two facilitated sessions, 09:00–12:00 and 14:00–17:00, combining short presentations with discussion and case work. Sessions are broken into segments of about 30 minutes with active tasks between them.
- **Skills practice laboratory (2 hours).** Participants work in small groups of three: helper, client and observer rehearsing the week's skills and receiving structured feedback from a facilitator against an agreed skills checklist.
- **Between sessions (approximately 7 hours per week).** Guided reading, a short practice task applied in the participant's own setting, and a reflective log entry.

What participants receive;

- A course handbook and all session materials in electronic form, which participants keep.
- Skills checklists, case study packs and a referral pathway planning template for use after the course.
- Recordings of taught sessions, available for the duration of the course for participants who miss a session or wish to revise.
- Membership of the cohort's online group, and one optional follow-up clinic held approximately (six weeks) after the course to discuss application in practice.

Technical requirements

Participants need a stable internet connection of at least 1 Mbps for video participation, a device with a working camera and microphone, and a quiet, private space for skills practice sessions where a confidential

conversation can be rehearsed without being overheard. Participants are responsible for their own internet and related costs.

7. Assessment and certification

Assessment is designed to confirm that participants can use the skills, not only that they can describe them. It is continuous and there is no final written examination.

Component	Weight	Description
Attendance and participation	10%	Minimum 80% attendance at taught sessions and skills laboratories.
Observed skills demonstration	40%	A recorded or live 15-minute helping conversation, assessed by a facilitator against the course skills checklist.
Applied practice task	30%	A short written account of one behaviour modification or positive discipline plan designed and applied in the participant's own setting.
Referral pathway assignment	20%	A completed referral pathway for the participant's own setting, naming the local services, contacts and escalation steps.
Pass mark	50%	A participant must also achieve at least 50% in the observed skills demonstration to pass overall.

Participants who meet the attendance requirement and pass the assessment receive an Institute of Social Work Certificate of Competence, subject to institutional requirements. Participants who meet the attendance requirement but do not pass the assessment receive a Certificate of Attendance and may resubmit one assessment component within [30 days] at no additional cost.

8. Fee and payment

Fee options

Option	Fee	Conditions
Standard fee	TZS 500,000	Per participant.
Early registration	TZS (450,000)	For registrations completed and paid by 25 th September, 2026.
Group rate	TZS [450,000]	Per participant, for three or more participants sponsored by the same institution.
Institutional rate	By arrangement	For ten or more participants, or for a cohort delivered exclusively for one organization. Contact the Institute.

What the fee covers

The fee covers facilitation, all learning materials; skills practice supervision, assessment, the follow-up clinic and the certificate. It does not cover participants' internet or device costs.

How to pay

- Payment is made to the Institute of Social Work through CRDB Bank using the control number issued on registration.
- Cash payments are not accepted.
- The full fee, or an approved institutional undertaking to pay, must be received by 25th September, 2026 to confirm a place.

Withdrawal and transfer

- A participant who withdraws in writing at least [seven] days before the start date may transfer to a later cohort or receive a refund less an administrative charge of [10%].
- No refund is payable after the course has begun, but a participant prevented from continuing by illness or another documented emergency may transfer to the next cohort at no additional cost.
- The Institute reserves the right to postpone a cohort that does not reach the minimum enrolment, in which case fees paid are transferred or refunded in full.

9. How to register

Step 1: Complete the online registration form at [registration link], or request a registration form by email from [registration email].

Step 2: Submit the completed form by 28th September, 2026. Places are confirmed in order of payment.

Step 3: On receipt of your form, the Institute will issue a control number for payment through CRDB Bank.

Step 4: On confirmation of payment you will receive a joining letter with the session link, the course handbook and the pre-course reading, at least [three] days before the start date.

Early registration is strongly encouraged. Enrolment is capped at 30 participants so that every participant receives individual feedback during skills practice.

10. Facilitators

The course is facilitated by academic staff and practicing psychologists of the Institute of Social Work, each with postgraduate qualifications and substantial field experience in counselling, child and adolescent welfare, and social work practice in Tanzania. Facilitator profiles are provided in the joining letter.

11. Contacts

For registration, fees or any other enquiry, please contact:

Name	Telephone	Email
Dr. Zainabu Rashidi	+255 713 092491	zainabu.ntogwamazi@isw.ac.tz
Ms. Debora Bwana	+255 754 387 552	debora.bwana@isw.ac.tz
Mr. Mnkondya	+255 756 629 892	mawazo.mkondya@isw.ac.tz
Institute of Social Work	+255 (22) 2700918 / 2774443	info@isw.ac.tz www.isw.ac.tz

We look forward to welcoming you and your colleagues to this course, and to supporting your work with the children, adolescents and adults who depend on it.

Debora Bwana

For: **RECTOR**

Annex: Course schedule

The schedule below shows the taught sessions. The weekly two-hour skills practice is held on 20th October, 2026 at 14:00-17:00. Exact dates are confirmed in the joining letter.

Week	Session I: 09:00 – 12:00	Session II: 14:00 – 17:00	Outcomes
Week 1	Human Behaviour and Development • Introduction to human behaviour and development • Biological, psychological and social influences	Human Behaviour and Development • Personality and individual differences • Emotions, motivation, attitudes and beliefs • Social and environmental influences	LO1
Week 2	Basic Guidance and Counselling • Meaning, principles and approaches • The helping relationship and its limits	Counselling Skills • Basic counselling skills • Supportive counselling skills • Ethics, confidentiality and scope of practice • Helper self-care	LO2, LO3, LO8
Week 3	Behaviour Modification • Concepts and principles • Behaviour assessment	Behaviour Modification • Reinforcement and punishment • Shaping and modelling • Behaviour modification approaches	LO4
Week 4	Adolescent Support • Adolescent development • Mental health and psychosocial challenges • First-line support	Positive Discipline, Safeguarding and Referral • Positive discipline • Conflict management • Safeguarding and responding to disclosure • Referral pathways and follow-up	LO5, LO6, LO7