

SABPP HRM Level 5: SAQA Qualification 49692:
National Diploma: Human Resources Management and Practices
NQF Level 05

Accreditation

SA Board for People Practices (SABPP)
Accreditation No: 58116L125EC

Module 8: Labour and Employee Relations

(21 Credits)
5 Days

SAQA 15229, Implement codes of conduct in the team, department or division. NQF Level 5, 3 Credits

SAQA 11286, Institute disciplinary action, NQF level 5, 8 Credits

SAQA 10985, Conduct a disciplinary hearing. NQF Level 6, 5 Credits

SAQA 12139, Facilitate the resolution of employee grievances. NQF Level 6, 5 Credits

Overview

The *Labour and Employee Relations* module addresses Codes of Conduct, Institution of Disciplinary Action, Conducting a Disciplinary Hearing and the Resolution of Employee Grievances. This module is ideal for HR managers, managers, heads of departments, section heads or divisional heads and employment relations practitioners who may have more than one team reporting to them. The qualifying learners will be able to describe, communicate and apply the code of conduct as well as identify and categorise transgressions, implement appropriate procedures and represent an employee at a disciplinary hearing. The acquired skills will enable the learner to chair and effectively handle disciplinary hearings and reach reasoned decisions based on the evidence presented. In addition, qualified persons will also be able to resolve employee grievances, monitor and adjust the application of the grievance procedure, evaluate, analyse and address grievance patterns. This learning programme forms part of SAQA Qualification 49692: National Diploma: Human Resources Management and Practices NQF Level 05.

Who should attend the training?

- Those working towards the SABPP Level 5 HR Qualification.
- Company/HR Department representatives with regards to disciplinary hearings
- Representatives of employees at disciplinary hearings or chair disciplinary hearings.
- Those who need to assist in resolving employee grievances.
- Those who need to evaluate, analyse and address grievance patterns.
- Skills Development Facilitators (SDF)
- Line Managers, Supervisors and Managers
- Human Resource Practitioners and Managers
- Employment relations practitioners
- Shop stewards

What are the benefits?

For the Individual	For the Company
• Gains a formal qualification in labour and employee relations. • Credits towards a full qualification in HR that is credible, relevant and transferable • Improves skills in negotiation and arbitration. • Improves the ability to represent employees in disciplinary hearings.	• Skilled personnel to assist with: - Labour and employee relations. - Disciplinary Hearings and Code of Conduct. • Improved BEE scorecard. • Employers who are registered to claim skills levies will be able to claim skills levies when sending their staff on this training programme.

ENJO Consultants (Pty) Ltd

Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543
Web: www.enjoconsultants.co.za | Email: info@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Centurion Close, 119 Gerhard Street, Centurion, 0157, Gauteng

HRM L5 Mod 08 Labour & Employee
Relations v1.2

Co Reg No: 2016/345549/07 | ETPD SETA No: ETPD10602 | MICT SETA No: ACC/2015/07/0048 | SABPP No: 58116L125EC

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For the Individual	For the Company
- Gains skills in chairing disciplinary hearings. - Improves employability.	

How does one obtain the Labour and Employee Relations Module?

- Enrol for the *Labour and Employee Relations* module.
- Qualify in the *Labour and Employee Relations* module.

What are the entry requirements?

- Proficiency in English, on an NQF level 4.
- It is assumed that people starting to learn towards this programme are able to:
 - apply principles of policy and procedure implementation.
 - understanding of an organisation and its functions.
 - apply consultation skills.
 - explain and apply labour relations to the disciplinary process.
 - conduct a meeting.
 - identify inter and intra-personal behaviour patterns.
 - apply organisational behaviour and systems theory.

How is this training programme completed and what is the duration?

- This qualification can be completed either through class attendance, distance learning or Recognition of Prior Learning (RPL).
- Support is available to learners via Skype, email, phone or setting up an appointment to meet with one of our facilitators for guidance.
- Training is provided for corporates and individuals.

What does the class attendance HRM Communication Programme entail?

- A 5-day interactive training programme.
- A Portfolio of Evidence(PoE) will be completed by learners after the 5-day training programme and will be granted 3 months to do so.

What does the distance learning HRM Communication Programme entail?

- Learners will be required to work through the Learner Guide and Portfolio of Evidence.
- The learner will be required to submit the Portfolio of Evidence for assessment within 3 months after receiving the learning material.

What is a Portfolio of Evidence (PoE)?

- As the name implies, the Portfolio of Evidence contains different types of evidence for different purposes.
- The Portfolio of Evidence contains various questions and activities which are completed by the learner.

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- The Portfolio of Evidence contains evidence of the learner's ability to apply the knowledge and skills in the workplace.
- All questions in the Portfolio of Evidence are covered in the Learner Guide.

Assessment, Verification and Certification

- The Portfolio of Evidence will be assessed by a registered assessor.
- During assessment, the assessor measures the evidence the learner submitted against the outcomes and criteria of the unit standard/qualification; compiles a report and if needed, contacts the learner for additional evidence.
- When the learner is declared competent, the assessor will forward the assessment report to the learner and the Portfolio of Evidence will be submitted to the ENJO Moderator for moderation.
- On successful completion of the programme, ENJO will upload the learner's results onto the SABPP database.
- Results need to be verified by SABPP before the Statement of Results (SoR) and certificate are issued.
- The SABPP will capture the learner's results on the National Learner Record Database (NLRD) and issue a Statement of Results (SoR) that will reflect the credits earned.
- ENJO Consultants will then forward the certificate and Statement of Results to the client/learner.

This programme is accredited for the following unit standards:

SAQA US ID:	Unit Standard Title:	NQF Level	Credits	Outcomes
15229	Implement codes of conduct in the team, department or division	5	3	1. Describing the code of conduct 2. Communicating the code of conduct 3. Applying the code of conduct
11286	Institute disciplinary action	5	8	1. Identify and classify transgression. 2. Implement procedure to handle non-dismissible offences. 3. Implement procedure to handle dismissible offences. 4. Represent employee at disciplinary hearing.
10985	Conduct a disciplinary hearing	6	5	1. Conduct and manage the hearing 2. Implement procedure to handle non-dismissible offences. 3. Hear pleadings. 4. Take a decision as to sanction. 5. Inform employee of and record decisions. 6. Ensure that proceedings and decisions are recorded.
12139	Facilitate the resolution of employee grievances	6	5	1. Develop structures and procedures to resolve employee grievances. 2. Implement structures and procedures to resolve employee grievances. 3. Monitor the application of the grievance procedures and adjust when required. 4. Evaluate, analyse and address grievance patterns.

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How do I know that ENJO Consultants Labour and Employee Relations training is recognised?

- ENJO Consultants are accredited with the SA Board for People Practices (SABPP). Accreditation No: 58116L125EC. Those who are completing this programme as part as the HR Qualification will be certified through SABPP
- On successful completion of the programme, ENJO Consultants will upload your results onto the SABPP database and you will receive a certificate.
- The SABPP will capture your results on the National Learner Record Database (NLRD) and issue a Statement of Results (SoR) that will reflect the credits you have earned.

Where does the training take place?

- ENJO Consultants: Company and Individual Bookings – training takes place according to scheduled dates.
- ENJO Consultants: Group Bookings – training can be scheduled for groups at ENJO Consultants on dates mutually agreed upon with the client.
- Other/Client Site: Training can be presented at various training venues or at the client site depending on numbers and suitability of the venue.

Bookings and Enquiries

Please contact us for further information, quotes or to make a booking.

Email: training@enjoconsultants.co.za

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Training Programme Outline

Overview

Study Unit 1: Implement codes of conduct in the team, department or division

- 1.1. Describing the code of conduct
- 1.2. Communicating the code of conduct
- 1.3. Applying the code of conduct

Study Unit 2: Institute disciplinary action

- 2.1. Identify and classify transgression.
- 2.2. Implement procedure to handle non-dismissible offences.
- 2.3. Implement procedure to handle dismissible offences.
- 2.4. Represent employee at disciplinary hearing.

Study Unit 3: Conduct a disciplinary hearing

- 3.1. Conduct and manage the hearing
- 3.2. Implement procedure to handle non-dismissible offences.
- 3.3. Hear pleadings.
- 3.4. Take a decision as to sanction.
- 3.5. Inform employee of and record decisions.
- 3.6. Ensure that proceedings and decisions are recorded.

Unit 4: Facilitate the resolution of employee grievances

- 4.1. Develop structures and procedures to resolve employee grievances.
- 4.2. Implement structures and procedures to resolve employee grievances.
- 4.3. Monitor the application of the grievance procedures and adjust when required.
- 4.4. Evaluate, analyse and address grievance patterns.

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