



Operations Supervision Phase 5 (Effective Industrial Relations) NQF Level 5



3 Day Period



Classroom or
Blended Learning



merSETA
MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

The Qualification Certificates are issued by MerSETA



Construction

Developing Businesses, People and
Communities through **High-Impact Solutions**



About this Skills Programme

SAQA Qualification ID:

SP 0581/11-17

Minimum Credits:

25

NQF Level:

5

Duration:

This Qualification is run over 3 days

Type of course

A credit bearing merSETA registered skills programme offered on a full-time basis over 3 days.

Purpose of the course

The course is intended for junior managers of business unit within larger organisations as well as line managers in small businesses. This course will give managers and supervisors with a basic understanding of the primary labour legislation, equip them to chair disciplinary hearings as well as analyse and interpret conflict in their area of operation and contribute towards a conflict resolution / management strategy.

Course outline

The structure of the course focuses on the skills and knowledge required to guide a community development project to its successful implementation and enhance employment opportunities in Conservation and Community Conservation. It also focuses on analysing and interpreting conflict in their area of operation and contributes towards a conflict resolution/management strategy.

Entry requirements

It is assumed that people starting to learn towards this course are able to:

- Apply principles of policy and procedure implementation
- Demonstrate an understanding of an organisation and its functions
- Apply consultation skills.

Course Programme

Unit Standard	Title	NQF Level	Credits
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
10985	Conduct a disciplinary hearing	6	5
11286	Institute disciplinary action	5	8
14609	Participate in management of conflict	5	4

Upon successful completion of the course, the learner will be proficient in the following areas:

- Identifying legislation that regulates employment issues.
- Effectively handle hearings and reach reasoned decisions on the basis of evidence presented.
- Able to analyse and interpret conflict in their area of operation and contribute towards a conflict resolution/management strategy.

Assessment method

To monitor progress and effectiveness of learning, continuous assessments (formative) are carried out by way of written tests and practical assignments, throughout the training.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH



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