



TRAINING FORCE
Linking Training to Industry

BUSINESS

NATIONAL CERTIFICATE: LABOUR RELATIONS PRACTICE

COURSE INFORMATION

SAQA ID: 93993 LP:48641
NQF Level: 5
Learnership Duration: 12 months
Credits: 121
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is **25 Days**
Accrediting SETA: Services Sector Education & Training Authority

PURPOSE

This Qualification is the second step in a learning pathway that underpins a career in the Labour Relations arena. A large number of the competencies developed in the Qualification are rooted in actual workplace practice and should lead to greater productivity resulting from the improved performance by the learner, due to the integration of the knowledge mastered with workplace practice.

ENTRY CRITERIA

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

QUALIFICATION RULES

The following combination of Credits is required to attain the Qualification:

- Fundamental Component: 20 Credits
- Core Component: 89 Credits
- Elective Component: 12 Credits

EQUIPMENT NEEDED

Relevant Legislative documentation

MARKET INFORMATION

Target Market: HR officers, Case Management Officers - Bargaining Councils, Department of Labour Advice officers, Labour brokers, Union officials, particularly organisers, CCMA case management officials, Public and/or private agents providing labour law advice, IR administrators, Dispute Resolution Call Centre Agents

COURSE INFORMATION

Mentor Requirements: Mentor must have at least 5 years' experience in a Labour Relations or similar environment.
Workplace Approval: Not Applicable
Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

SKILLS OUTCOMES

- Communicate effectively in the workplace with internal and external clients.
- Screen and refer cases.
- Operate the case management process and manage the flow of information.
- Apply knowledge of applicable Labour legislation to real or simulated cases.
- Apply the Rules of the Commission for Conciliation, Mediation and Arbitration.
- Understand the regulations of the Labour Relations Act relating to Collective Agreements and Bargaining Councils.
- Analyse referred disputes and select appropriate resolution process.
- Apply knowledge of the Compensation for Occupational Injury and Disease Act of 1993 (COIDA).
- Demonstrate an understanding of the transformative elements of the Human Resource Development Legislation.
- Conduct a pre-conciliation by telephone.

GENERAL INFORMATION



Recognition of Prior Learning (RPL): RPL is not available for this qualification



FISA Requirements: Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

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UNIT STANDARDS

Cluster 1: Communication Strategies

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	12153	Use the writing process to compose texts required in the business environment	5
Fundamental	8662	Analyse and communicate workplace data	5
Fundamental	8647	Apply workplace communication skills	10
Elective	10053	Manage customer requirements and needs and implement action plans	8
Elective	10054	Identify and manage areas of customer service impact	6

- Recommended training for Cluster 1 = 7 days

Cluster 2: Labour Relations Law

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997).	8
Core	114278	Demonstrate and apply an understanding of the Labour Relations Act	12
Core	10377	Demonstrate knowledge and insight into the Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA).	2
Core	114273	Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	6
Core	114307	Interpret and apply collective agreements	6

- Recommended training for Cluster 2 = 7 days

Cluster 3: Case Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114225	Screen and allocate referrals	6
Core	114229	Conduct a pre-conciliation by telephone in terms of the CCMA rules.	8
Core	114230	Operate the case management process	10
Core	114272	Analyse complaints and reports relating to referred disputes and select appropriate resolution process	10
Core	114224	Demonstrate and apply an understanding of the CCMA rules	3
Core	114228	Demonstrate and apply an understanding of bargaining council rules	3

- Recommended training for Cluster 3 = 8 days



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Cluster 4: Human Resource Management Practice

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	15266	Implement systems to meet the flow of information in a team, department or division	3
Core	114226	Interpret and manage conflicts within the workplace	8
Core	8648	Demonstrate an understanding of professional values and ethics	4

- Recommended training for Cluster 4 = 3 days