



GRIEVANCE AND DISCIPLINARY ACTION PROCEDURES

PURPOSE

To equip line function managers and supervisors with the requisite knowledge, skills and values required to resolve employee grievances; monitor and adjust the application of the grievance procedure; and evaluate, analyse and address grievance patterns. The course pays special attention to enabling managers to identify and categorise transgressions, implement appropriate procedures and act as initiator of alleged misconduct transgressions.

TARGET GROUP

This course is aimed at junior, middle and senior Managers that deal with grievances and disciplinary procedures across all spheres of government.

MINIMUM REQUIREMENTS FOR ENROLMENT

Learners accessing this Unit Standard must be competent in communication and mathematical and computer skills at a Grade 12 level (Matric)

Learning Outcomes

- Develop structures and procedures to resolve employee grievances;
- Implement structures and procedures to resolve employee grievances;
- Monitor the application of the grievance procedure and adjust where required;
- Evaluate, analyse and address grievance patterns;
- Identify and classify transgressions;
- Implement procedure to handle non-dismissible offences;
- Implement procedure to handle dismissible offences; and
- Represent employee at disciplinary hearing.

ACCREDITATION

This is a credit bearing course which is aligned to Unit Standard 12139 (Facilitate the resolution of employee grievances; NQF Level: 6, Credits: 5) and Unit Standard 11286 (Institute disciplinary action NQF Level: 5, Credits: 8). A Certificate of Competence will be issued upon successful completion of the course, including the summative assessment.

Assessment Approach

The course follows an integrated assessment approach comprising:

- Pre-course reading and activities;
- Formative assessment activities during the contact session; and
- Summative, post-course assessment in the form of a Portfolio of Evidence.

DURATION

This course is presented over 5 working days.