

OPERATIONS SUPERVISION - PHASE 5: EFFECTIVE INDUSTRIAL RELATIONS

SP0581/11-17

Duration:	3 days
Target:	Candidates competent in NQF Level 3
Prerequisite:	NQF Level 3
NQF Info:	NQF Level 4
Qualification:	Towards the Further Education and Training Certificate in Manufacturing and Operations Supervision NQF Level 4
Credits:	25
Certification:	merSETA-accredited Plastics SA Certification

Unit Standards

- Institute disciplinary action [E - 11286]
- Conduct a disciplinary hearing [E - 10985]
- Demonstrate basic understanding of primary labour legislation that impacts on a business unit [C - 13952]
- Participate in management of conflict [E - 14609]

Objectives of Learning Programme

- Identify and classify transgression
- Implement procedure to handle non-dismissible offences and dismissible offences
- Represent employee at disciplinary hearing
- Effectively hear pleadings, and take a decision as to sanction
- Inform employee of and record decisions

Outcomes

At the end of the learning programme, learners will be able to

- Conduct and manage a hearing
- Clear reasoning is demonstrated for reaching final decision
- Inform employee of and record decisions

Contents

- All evidence is efficiently summarised, considered and weighed in terms of probability
- Decision is based on analysis of the evidence
- Clear reasoning is provided for the decision
- Decision is clearly communicated to the parties
- Parties are granted sufficient opportunity to plead mitigation or aggravation

Assessment and Certification

- Workplace Experience Assignments to be submitted within two weeks following training.
- A Plastics|SA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon merSETA due approval process.