



### SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (Task Team) for


#### Labour Relations

registered by Organising Field 03 – Business, Commerce and Management, publishes the following Qualifications and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualifications and Unit Standards. The full Qualifications and Unit Standards can be accessed via the SAQA web-site at [www.saqqa.org.za](http://www.saqqa.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualifications and Unit Standards should reach SAQA at the address below and **no later than** 30 November 2009. All correspondence should be marked **Standards Setting – Task Team for Labour Relations** and addressed to

The Director: Standards Setting and Development  
SAQA  
*Attention: Mr. E. Brown*  
Postnet Suite 248  
Private Bag X06  
Waterkloof  
0145  
or faxed to 012 – 431-5144  
e-mail: [ebrown@saqa.org.za](mailto:ebrown@saqa.org.za)



D. MPHUTHING

ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**QUALIFICATION:****Advanced Certificate: Labour Relations Practice**

SAQA QUAL ID	QUALIFICATION TITLE		
74570	Advanced Certificate: Labour Relations Practice		
ORIGINATOR		PROVIDER	
Task Team - Labour Relations			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	3 - Business, Commerce and Management Studies	Human Resources	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	139	Level 6	Regular-Unit Stds Based

***This qualification does not replace any other qualification and is not replaced by another qualification.***

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

Purpose:

The purpose of the Qualification is to develop people who will be able to manage, resolve and help prevent labour disputes.

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. Learners will be able to:

- Facilitate fair and just labour relations in an organisation.
- Manage and resolve labour disputes.
- Initiate actions that could prevent labour disputes.
- Implement management practices.
- Consider and apply relevant legislation and Jurisprudence.

The purpose of this Qualification is to:

- Equip learners to understand and develop the ability to apply the underlying principles of the Labour Relations sector and associated Human Resource Development legislation.
- Equip learners to become effective employees, employers and/or self-employed members of society.
- Improve the Labour Relations skills of employees in the sector.
- Enable the learner to assist within his/her community with labour related issues and thereby ensure social and economic transformation.
- Ensure the development of competence in the Labour Relations field.

Rationale:

With the advent of democratic government in South Africa in 1994 an entirely new approach to Labour Relations Practice (LRP) in South Africa has emerged. There has been the establishment of new statutory structures with implications for every level of labour relations in

the country. Their purpose is to advance economic development and social justice, to reduce labour unrest and to advance the democratisation of the workplace by fulfilling the primary objective of the Labour Relations Act. The Qualification will help to transform the labour market and workplace by promoting sound and improved employment relationships.

The Advanced Certificate: Labour Relations Practice, NQF Level 6 provides learners with specific learning and skills related to labour disputes, mediation, conciliation and arbitration as regulated by Labour Law. This learning will deepen their understanding of the South African Labour Relations field and will underpin their ability to use this learning in various workplaces. The development of competence in this field can lead to better service delivery, institutional longevity and the promotion of job creation and security. Application of the learning in this Qualification will also assist parties in labour disputes to enforce their labour rights, while at the same time enabling them to become aware of their obligations as active and responsible participants in society and the economy.

This Certificate is thus designed to enable individuals to develop the theoretical competencies and the practical skills to operate effectively in the labour relations field.

This qualification would be applicable to the following people and organisations:

- The Commission for Conciliation, Mediation and Arbitration (CCMA).
- The Department of Labour.
- Labour consultants.
- Bargaining and statutory councils.
- Private agencies.
- Advice offices.
- Law firms, particularly labour lawyers.
- Human Resource Practitioners.
- Trade unions and federations.
- Employer organisations and federations.

#### **RECOGNIZE PREVIOUS LEARNING?**

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#### **LEARNING ASSUMED IN PLACE**

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

It is also assumed that the learner is able to interpret financial statements and use information in the statements to make informed decisions.

Recognition of Prior Learning:

This Qualification may be achieved wholly or in part through the Recognition of Prior Learning. The Qualification may be granted to learners who have acquired the necessary skills and knowledge without attending formal courses, providing they can demonstrate competence in the outcomes of the individual unit standards as required by the Fundamental, Core and Elective components as stipulated in the Qualification and encapsulated by the Exit Level Outcomes.

A Recognition of Prior Learning process may also be used to credit learners with the relevant unit standards in which they have developed the necessary competencies as a result of workplace and experiential learning.

Recognition of Prior Learning may also be applied for learners who are not in possession of a Further Education and Training Certificate or equivalent in order to gain access to the Qualification.

Learners submitting themselves for Recognition of Prior Learning should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the Exit Level Outcomes.

Access to the Qualification:

Access to this Qualification is open to all learners in possession of a National Senior Certificate, a Further Education and Training Certificate or equivalent Qualification. Because of the very practical nature of the learning, it is preferable for learners to be employed in the Labour Relations sector or to have access to such a workplace to be able to practically apply the competencies developed through the unit standards.

### **QUALIFICATION RULES**

The Qualification is made up of a combination of Fundamental, Core and Elective components, totalling a minimum of 139 Credits.

Fundamental component:

- All unit standards to a total value of 7 credits are compulsory.

Core component:

- All unit standards to a total value of 117 credits are compulsory.

Elective component:

- The learner is required to select unit standards to a total value of at least 15 credits for this component, in order to complete the Qualification.

The Elective Unit Standards relate to the range of areas in which the Labour Relations Practitioner might work. The range of possibilities embodied in the Electives applies to both individual and workplace.

### **EXIT LEVEL OUTCOMES**

1. Facilitate fair and just labour relations in an organisation.
2. Manage and resolve labour disputes.
3. Initiate actions to prevent labour disputes.
4. Implement management practices.
5. Consider and apply relevant legislation and Jurisprudence.

Critical Cross-field Outcomes:

This Qualification addresses the following Critical Cross-field Outcomes:

- Identifying and solving problems pertaining to the facilitation and managing of various labour relations assignments which may have an impact on both the employer and employees.
- Working effectively with others to build and maintain relationships related to labour relations needs, responses and situations in the workplace.

- Organising and managing oneself and one's activities when supporting labour relations initiatives/processes.
- Collecting, analysing, organising and critically evaluating information which has an impact on any labour relations issue in a specific context.
- Communicating effectively when dealing with parties/stakeholders and facilitating and responding to any labour relations issue.
- Using science and technology effectively and critically when preparing, processing and distributing information based on the needs and requirements of a specific labour relations initiative.
- Demonstrating an understanding of the world as a set of related systems where meeting the needs of the parties involved in labour relations, has a positive impact on the creation of a better work life for both employers and employees.
- In order to contribute to the full personal development of each learner and the social and economic development of society at large, it must be the intention underlying any programme of learning to make an individual aware of the importance of:
  - Reflecting on and exploring a variety of strategies to learn more effectively.
  - Participating as responsible citizens in the life of local, national and global communities.
  - Being culturally and aesthetically sensitive across a range of social contexts.
  - Exploring education and career opportunities.
  - Developing entrepreneurial opportunities when dealing with any and all labour relations related issues in a specific context.

All of the above contribute to the full personal development of each learner and the social and economic development of society at large by ensuring participation as responsible citizens in the life of local, national and global communities, in terms of community development issues.

#### **ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcome 1:

- An understanding of labour market principles, policies and economics is applied in the workplace.
- Labour legislation and regulations are applied where applicable in the workplace.
- Sustainable relations between the various parties involved in labour are established and maintained through good communication.
- Facilitation between parties is conducted on labour disputes to the mutual benefit of all parties involved.

Associated Assessment Criteria for Exit Level Outcome 2:

- Statutory time limits are adhered to achieve effective and expeditious dispute resolution.
- An agreement is reached that a dispute needs to be resolved and/or a deadlock broken.
- An appropriate dispute resolution process is selected and conducted.
  - Range: Dispute resolution process may include, but is not limited to, complex conciliation, mediation, facilitation, arbitration, pre-dismissal arbitration and In Limine hearings.
- An advanced understanding of Law of Evidence is applied to ensure that the process is fair and lawful.
- A valid and enforceable award is issued within statutory time limits (including advisory awards).
- Arbitration awards are effectively understood and managed.
- The review process is understood and managed.
- The duties of a taxing master are executed in line with prescribed cost scales.

Associated Assessment Criteria for Exit Level Outcome 3:

- Statistical data is read and interpreted to establish trends so as to anticipate possible labour disputes.