

## Course information

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### Introduction

The objective of the Dispute Resolution course is to equip learners with enough knowledge and skills to be able to analyse, interpret and apply the provisions of unfair labour practice in dispute resolution. The Labour Relations Act (Act No 66 of 1995), and more specifically unfair labour practices, serve as the background to this course.

### Unit standards

This course is aligned to unit standard 119940 *Interpret unfair labour practice legislation in dispute resolution*.

### Course content

The following aspects are covered in the course:

- What is a dispute?
- Dispute resolution structures
- The management of disputes
- Unfair dismissals and labour practices
- Procedural and substantive fairness
- Codes of good practice
- The dispute resolution process

### Duration

Two days

### Please note

A certificate of competence will be issued once a Portfolio of Evidence (PoE) has been submitted and the learner assessed as competent. The compilation of the PoE will either take place during the course or in the learner's private time, depending on the structure of the course.

### TIDASA is...

- A training company committed to enabling and empowering individual learners to make positive contributions to their organisations
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**For more information or to book your place contact Helga van Wyk on 012 682 8500 or email [info@tidasa.co.za](mailto:info@tidasa.co.za)**