

**SAQA US ID: 93994 LP49784 QUALIFICATION TITLE: National  
Diploma: Labour Relations: Dispute Resolution  
NQF Level 5 Credits 241**

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

This qualification is on 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 through the integration of knowledge and workplace practice.

**The Qualification includes but is not limited to:**

- HR practitioners.
- Senior managers in the Bargaining Councils.
- Department of Labour officers.
- Labour brokers.
- Arbitration facilitators.
- Union officials.
- (CCMA) Panellists and Commissioners.
- Public and/or private agents providing labour law advice.
- Industrial Relations consultants.
- Dispute Resolution managers.

**Specifically the purpose is to:**

- Equip learners who might be Panellists/commissioners to identify and conciliate disputes in the labour relations sector, using conciliation, arbitration and mediation processes relating to the underlying principles of Labour Relations legislation and associated Human Resource Development legislation.
- Provide career paths through associated learnerships at various levels in areas of the Labour Relations environment.
- Provide for mobility of learning into associated areas such as Human Resource Practice, Arbitration, Consulting, Public service etc.
- Equip learners to become effective employees, employers and/or self-employed members of society.
- Develop a richer learning environment in the field of Labour Relations through high-quality lifelong learning.
- Improve the Labour Relations skills of employees in the sector.
- Enable the learner to assist within his/her community and thereby contribute towards social and economic transformation.
- Ensure the development of competence in the Labour Relations field, which is an important arena for social and economic transformation in the country.

## **SPECIFIC OUTCOME**

- Qualifying learners will acquire a range of Fundamental, Core and Elective competencies in the areas of:
- Labour Relations Practice.
- Specialized functions.
- Standard processes.
- Legislation.
- Communication.
- Facilitation.
- Management skills.



**GOLD**  
**CLASS GROUP**