



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Apply The Public Service Act In Mediation Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119927 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips mediators and public service employees with the knowledge and skills to apply the Public Service Act effectively in mediation processes. Participants will learn to interpret relevant sections of the Act, integrate its provisions into mediation practice, and ensure compliance with public service regulations. The course aims to enhance the quality and legality of mediations within the South African public sector.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119927
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the key provisions of the Public Service Act to mediation cases within the public sector.
- Analyze the impact of the Public Service Act on the rights and obligations of parties in mediation.
- Evaluate mediation scenarios to ensure compliance with the Public Service Act and related regulations.
- Implement mediation strategies that align with the principles and procedures of the Public Service Act.
- Demonstrate the ability to draft mediation agreements that incorporate relevant legal requirements from the Public Service Act.
- Design mediation processes that uphold the values and ethical standards prescribed by the Public Service Act.

WHO SHOULD ATTEND

- This course is designed for mediators, labour relations practitioners, human resource professionals, and public service managers who are involved in or oversee mediation processes within the South African public sector.

COURSE OUTLINE

Day 1: Foundations of the Public Service Act and Mediation Principles

- Overview of the Public Service Act: legislative framework, objectives, and application.
- Key sections of the PSA: employment conditions, disciplinary codes, and grievance procedures.
- Introduction to mediation: definition, benefits, and differences from arbitration and litigation.
- The mediation process: stages from opening to agreement.
- Roles and responsibilities: mediator neutrality, party participation, and confidentiality.
- Ethical considerations in public service mediation.
- Case study: applying PSA provisions to a typical workplace dispute.

Day 2: Mediation Techniques and Application of the PSA

- Core mediation skills: active listening, summarising, and reality testing.
- Advanced communication techniques: open-ended questions, reframing, and normalising.
- Using the PSA to guide mediation: interpreting relevant sections for dispute resolution.
- Handling power imbalances and emotional dynamics in public service mediations.
- Strategies for overcoming impasse and building consensus.
- Role-play exercises: mediating a grievance under the PSA.
- Debriefing and feedback on mediation performance.

Day 3: Integration, Ethics, and Practical Application

- Ethical decision-making in mediation: conflicts of interest, impartiality, and confidentiality.
- Drafting enforceable mediation agreements: legal requirements and PSA alignment.
- Recording and reporting mediation outcomes for public service records.
- Managing multi-party and complex disputes under the PSA.
- Full mediation simulation: from intake to settlement.
- Peer and facilitator assessment of mediation competencies.
- Action planning for applying skills in the workplace.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119927) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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