



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

Conduct Referrals In Labour Conciliation Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119930 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively conduct referrals in labour conciliation proceedings, ensuring compliance with South African labour legislation. Participants will learn to identify conciliable issues, compile referral documentation, and manage the conciliation process to promote fair labour practices.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119930
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

- Identify and classify conciliable disputes in terms of the Labour Relations Act.
- Apply the referral procedures for conciliation to the relevant dispute resolution body.
- Compile and submit referral documentation accurately and timeously.
- Demonstrate understanding of the conciliation process and the role of the commissioner.
- Evaluate the outcomes of conciliation and advise on subsequent steps.

WHO SHOULD ATTEND

- Labour practitioners, HR professionals, trade union representatives, and employers' organisation officials who are involved in dispute resolution processes within the workplace.

COURSE OUTLINE

Day 1: Foundations of Labour Conciliation and Referral Processes

- Overview of the Labour Relations Act (LRA) and dispute resolution institutions.
- Types of disputes: unfair dismissal, unfair labour practices, and mutual interest disputes.
- Jurisdictional requirements for referral.
- Introduction to conciliation: objectives and process.
- Completion of referral forms (LRA Form 7.11).
- Timeframes and condonation for late referrals.
- Role of the commissioner and parties in conciliation.

Day 2: Practical Skills in Conciliation and Pre-Referral Strategies

- Pre-conciliation case analysis and evidence gathering.
- Drafting a referral statement: facts, issues, and relief sought.
- Communication skills: active listening, questioning, and summarising.
- Negotiation techniques: positions vs. interests, BATNA, and caucusing.
- Conducting a mock conciliation session.
- Recording outcomes: certificates of outcome and settlement agreements.
- Ethical considerations and confidentiality in conciliation.

Day 3: Advanced Referral Management and Integration into Practice

- Post-conciliation options: arbitration, default awards, and withdrawal.
- Managing multiple referrals and prioritisation.
- Record-keeping and reporting requirements for referrals.
- Linking referrals to organisational grievance and disciplinary procedures.
- Quality assurance: auditing referral files and continuous improvement.
- Case studies: handling complex or multi-party disputes.
- Final assessment: practical scenario-based exercise.

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 119930) 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.

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 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za