



Accredited Africa Training Institute for Capacity Development

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

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COURSE BROCHURE

Conduct A Labour Conciliation Process Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119946 · NQF Level 5 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the practical skills and knowledge to effectively conduct a labour conciliation process as required by South African labour legislation. Participants will understand the role of the conciliator, manage dispute resolution procedures, and facilitate fair outcomes in workplace conflicts.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119946
Accreditation	SAQA Accredited · NQF Level 5 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the legal framework and principles governing conciliation in South Africa.
- Analyze the facts and issues in a labour dispute to prepare for conciliation.
- Demonstrate effective communication and facilitation skills during conciliation proceedings.
- Implement procedures to manage the conciliation process from initiation to settlement.
- Evaluate settlement options and draft conciliation agreements.
- Design strategies to manage power imbalances and emotional dynamics in conciliation.

WHO SHOULD ATTEND

- This course is designed for human resources practitioners, labour relations officers, union representatives, and managers who are responsible for or involved in resolving labour disputes through conciliation.

COURSE OUTLINE

Day 1: Introduction to Labour Relations and the Conciliation Process

- Overview of the Labour Relations Act (LRA) and relevant amendments.
- The dispute resolution system in South Africa: CCMA, bargaining councils, and private agencies.
- Types of disputes: rights disputes, interest disputes, and unfair dismissals.
- The conciliation process: purpose, principles, and legal framework.
- Key terms: conciliator, commissioner, parties, and representatives.
- Ethics and confidentiality in conciliation.

Day 2: Legal Framework and Jurisdictional Issues

- Jurisdiction of the CCMA and bargaining councils.
- Referral of disputes: forms, time limits, and procedures.
- Conciliation vs. mediation vs. arbitration: key differences.
- The role of the commissioner in determining jurisdiction.
- Collective agreements and their impact on conciliation.
- Practical exercise: completing a referral form.

Day 3: Preparing for a Conciliation Session

- Gathering and reviewing documentation: pleadings, witness statements, and evidence.
- Identifying interests vs. positions of parties.
- Drafting an opening statement.
- Preparing settlement options and BATNA (Best Alternative to a Negotiated Agreement).
- Pre-conference procedures: venue, seating, and logistics.
- Role-play: preparing for a mock conciliation.

Day 4: Facilitation and Communication Skills

- Active listening skills: paraphrasing, summarising, and reflecting.
- Open-ended and closed-ended questioning.
- Non-verbal communication and body language.
- Managing difficult behaviours and emotions.
- Joint sessions vs. caucuses: when and how to use them.
- Practical exercise: communication drills.

Day 5: Negotiation and Problem-Solving Techniques

- Interest-based vs. positional bargaining.
- Brainstorming techniques for option generation.
- Overcoming impasses: reframing, reality testing, and deferring.
- Evaluating proposals: feasibility, legality, and durability.
- The role of compromise and trade-offs.
- Role-play: negotiating a settlement.

Day 6: Drafting Settlement Agreements and Recording Outcomes

- Elements of a settlement agreement: parties, terms, conditions, and signatures.
- Drafting language: clarity, specificity, and enforceability.
- Certificates of outcome: resolved, unresolved, or withdrawn.
- Legal review and approval processes.
- Common pitfalls in drafting agreements.

- Practical exercise: drafting a settlement agreement.

Day 7: Managing Complex and Multi-Party Disputes

- Multi-party conciliation: challenges and strategies.
- Dealing with legal representatives and trade unions.
- Power imbalances: tactics to level the playing field.
- Managing complex evidence and legal arguments.
- Group dynamics: handling coalitions and factions.
- Case study: a complex dispute scenario.

Day 8: Ethical Considerations and Professional Conduct

- Code of conduct for CCMA commissioners.
- Impartiality: avoiding bias and favouritism.
- Confidentiality: limits and exceptions.
- Conflicts of interest: disclosure and recusal.
- Ethical decision-making frameworks.
- Role-play: resolving an ethical dilemma.

Day 9: Integration, Assessment, and Certification Preparation

- Full mock conciliation: from referral to settlement or certificate.
- Peer and facilitator feedback sessions.
- Review of key concepts and common mistakes.
- Assessment criteria and preparation tips.
- Q&A; and final wrap-up.
- Course evaluation and certification process.

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 **12 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,000.00	R 35,000.00
1	In-House	R 45,500.00	R 45,500.00
1	On-Campus (Pretoria)	R 52,500.00	R 52,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
04 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	17 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	17 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	18 Aug 2026	On-Campus	Johannesburg, South Africa
07 Aug 2026	19 Aug 2026	On-Campus	Mauritius
10 Aug 2026	20 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	21 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 119946) 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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