



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

Conciliate A Dispute In Relation To Legislation Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119947 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the knowledge and practical skills to conciliate disputes in accordance with relevant legislation. It covers the dispute resolution process, communication techniques, and legal frameworks to facilitate fair and effective outcomes. Participants will be able to manage disputes from initial contact through to resolution, ensuring compliance with South African labour laws.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119947
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles and procedures of dispute conciliation as per relevant legislation.
- Analyze the nature and context of a dispute to determine appropriate conciliation strategies.
- Demonstrate effective communication and facilitation skills during conciliation sessions.
- Evaluate the outcomes of conciliation and document agreements in compliance with legal requirements.
- Implement conflict resolution techniques to manage and resolve disputes constructively.
- Assess the role of relevant bodies (e.g., CCMA) and legal frameworks in the conciliation process.

WHO SHOULD ATTEND

- This course is designed for HR professionals, labour relations officers, managers, and anyone involved in handling workplace disputes who needs to understand and apply legislative requirements in conciliation proceedings.

COURSE OUTLINE

Day 1: Foundations of Conciliation and Legislative Frameworks

- Introduction to dispute resolution mechanisms: negotiation, mediation, conciliation, arbitration.
- Overview of relevant legislation: Labour Relations Act, CCMA rules, and other applicable laws.
- Key principles of conciliation: voluntary nature, confidentiality, impartiality.
- Roles and responsibilities of the conciliator, parties, and representatives.
- The conciliation process: preparation, opening, exploration, negotiation, and closure.
- Ethical guidelines and code of conduct for conciliators.
- Communication skills: active listening, questioning, and reframing.
- Practical exercise: Identifying legislative requirements in a sample dispute scenario.

Day 2: Advanced Conciliation Techniques and Practical Application

- Advanced negotiation strategies: interest-based bargaining, BATNA, and creative solutions.
- Handling difficult parties: emotions, impasse, and deadlock.
- Power imbalances and strategies to ensure fair participation.
- Drafting effective conciliation agreements: clarity, enforceability, and legal compliance.
- Role-play: Conducting a conciliation session with feedback.
- Case studies: Real-world disputes and successful conciliation outcomes.
- Integration of legislative requirements in agreement drafting.
- Self-assessment and action plan for continuous improvement.

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,200.00	R 16,200.00
1	In-House	R 21,000.00	R 21,000.00
1	On-Campus (Pretoria)	R 24,300.00	R 24,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	04 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	04 Aug 2026	On-Campus	Mauritius
03 Aug 2026	04 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE

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 119947) 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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