



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

Describe The Functions Of Mediating Bodies In Labour Relations Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119950 · NQF Level 4 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with a comprehensive understanding of the roles and functions of mediating bodies in South African labour relations. Participants will explore the statutory frameworks governing bodies such as the CCMA, bargaining councils, and private agencies, enabling them to navigate dispute resolution processes effectively. The course aims to enhance workplace harmony by developing skills in conciliation, arbitration, and the application of relevant labour legislation.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119950
Accreditation	SAQA Accredited · NQF Level 4 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Describe the structure, jurisdiction, and functions of the Commission for Conciliation, Mediation and Arbitration (CCMA).
- Explain the role of bargaining councils and private mediation agencies in resolving labour disputes.
- Analyze the procedures for conciliation, arbitration, and mediation as outlined in the Labour Relations Act.
- Apply the principles of fair labour practice to real-world dispute scenarios.
- Evaluate the effectiveness of mediating bodies in promoting sound labour relations.
- Demonstrate the ability to refer a dispute to the appropriate mediating body and follow required procedures.

WHO SHOULD ATTEND

- This course is designed for HR practitioners, labour relations officers, union representatives, managers, and anyone involved in workplace dispute resolution or employee relations.
- It is also suitable for individuals seeking to deepen their knowledge of South African labour law and mediation practices.

COURSE OUTLINE

Day 1: Introduction to Labour Relations and the Role of Mediating Bodies

- Overview of labour relations: parties, interests, and conflicts.
- The concept of mediation and alternative dispute resolution (ADR).
- The role of the Commission for Conciliation, Mediation and Arbitration (CCMA).
- Bargaining councils and statutory councils.
- The Labour Court and Labour Appeal Court.
- Key legislation: Labour Relations Act (LRA), Basic Conditions of Employment Act (BCEA).
- The Constitution of South Africa and its impact on labour rights.
- Historical development of labour dispute resolution in South Africa.

Day 2: The CCMA: Structure, Jurisdiction, and Processes

- CCMA organisational structure: national office, provincial offices, and satellite offices.
- Jurisdictional requirements: who can refer disputes and which disputes.
- Types of disputes: unfair dismissal, unfair labour practices, and mutual interest disputes.
- The conciliation process: referral, set-down, proceedings, and outcomes.
- Role of the commissioner: facilitation, caucusing, and recording.
- Possible outcomes: settlement agreement, certificate of outcome, or unresolved dispute.
- The importance of confidentiality and without prejudice discussions.
- Practical exercise: role-play a conciliation session.

Day 3: Arbitration at the CCMA and Bargaining Councils

- Arbitration vs. conciliation: key differences and when each applies.
- The arbitration process: pre-arbitration conferences, hearings, and closing arguments.
- Rules of evidence: admissibility, relevance, and burden of proof.
- Bargaining councils: establishment, functions, and dispute resolution mechanisms.
- Arbitration awards: content, binding nature, and enforcement.
- Review and appeal of arbitration awards.
- Practical exercise: drafting an arbitration award.
- Case studies of arbitration decisions.

Day 4: Mediation and Other Alternative Dispute Resolution Mechanisms

- Principles of mediation: neutrality, voluntariness, and self-determination.
- Mediation models: facilitative, evaluative, and transformative.
- Private mediation vs. statutory mediation (CCMA/bargaining councils).
- Accreditation of mediators: SAQA and relevant bodies.
- Mediation in collective bargaining: interest disputes and rights disputes.
- Other ADR mechanisms: facilitation (e.g., for retrenchments), fact-finding, and advisory arbitration.
- Advantages and disadvantages of ADR.
- Practical exercise: mediation role-play.

Day 5: The Role of the Labour Court and Labour Appeal Court

- Structure of the Labour Court: divisions, judges, and registry.
- Jurisdiction: exclusive and concurrent jurisdiction.
- Review of arbitration awards: grounds for review (e.g., misconduct, gross irregularity).
- Appeal process: from Labour Court to Labour Appeal Court and Supreme Court of Appeal.
- Types of orders: reinstatement, compensation, declaratory orders, and interdicts.

- Enforcement of orders: contempt of court and writ of execution.
- Case law examples: landmark decisions.
- Practical exercise: drafting a review application.

Day 6: Specialised Mediating Bodies: Essential Services Committee, PIC, and Others

- Essential Services Committee: determination of essential services and minimum services.
- Public Investment Corporation: role in shareholder activism and labour-related investments.
- Employment Equity Commission: monitoring and enforcement of equity.
- Commission for Conciliation in the Public Service: dispute resolution for public servants.
- Labour Relations Amendment Act: recent changes and new bodies.
- Coordination between CCMA, bargaining councils, and specialised bodies.
- Case studies of disputes involving specialised bodies.
- Practical exercise: scenario analysis of multi-body dispute resolution.

Day 7: Integration, Application, and Assessment

- Review of key concepts from Days 1-6.
- Case study: a complex dispute involving multiple mediating bodies.
- Group exercise: develop a step-by-step dispute resolution plan.
- Summative assessment: written test covering theory and application.
- Feedback and discussion on assessment results.
- Action planning: how to engage with mediating bodies in practice.
- Course evaluation and closure.
- Certificates of completion.

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 **10 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,700.00	R 36,700.00
1	On-Campus (Pretoria)	R 42,300.00	R 42,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, 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 119950) 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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