



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

Disciplinary and Grievance Procedure Administration

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246744 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively administer disciplinary and grievance procedures in accordance with organisational policy and relevant legislation. Participants will learn to manage disciplinary hearings, grievances, and related documentation while ensuring procedural fairness and legal compliance.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246744
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of procedural fairness and substantive fairness in disciplinary and grievance cases.
- Demonstrate the ability to prepare and manage documentation for disciplinary hearings and grievance proceedings.
- Analyze disciplinary and grievance cases to determine appropriate actions and outcomes.
- Evaluate the effectiveness of disciplinary and grievance procedures in promoting a positive workplace culture.
- Implement corrective and disciplinary actions in line with organisational policy and labour legislation.
- Communicate disciplinary and grievance outcomes effectively to all relevant parties.

WHO SHOULD ATTEND

- This course is ideal for HR administrators, line managers, supervisors, and anyone responsible for implementing or supporting disciplinary and grievance processes within their organisation.

COURSE OUTLINE

Day 1: Introduction to Labour Relations and Regulatory Framework

- Overview of South African labour law and relevant legislation
- The concept of fairness in the workplace
- Distinction between discipline, grievance, and misconduct
- Roles of employer, employee, and representatives
- Introduction to the Code of Good Practice: Dismissal
- Categories of misconduct and incapacity
- The importance of documentation and record-keeping
- Case law examples illustrating key principles

Day 2: The Disciplinary Procedure – Initiation and Investigation

- Steps in the disciplinary procedure: from complaint to hearing
- Conducting investigations: gathering evidence and interviewing witnesses
- Drafting charges: specificity and clarity
- Issuing notices of disciplinary hearing: timelines and content
- Employee rights: representation, interpreter, and preparation time
- Suspension: when and how to implement
- Role of the chairperson and initiator
- Practical exercises: drafting charges and notices

Day 3: The Disciplinary Hearing and Decision-Making

- Structure of a disciplinary hearing: opening, evidence, arguments
- Rules of evidence and burden of proof
- Questioning techniques: examination-in-chief, cross-examination
- Deliberation and decision-making: guilty/not guilty
- Determining sanctions: verbal warning to dismissal
- Writing the outcome letter and record of proceedings
- Appeals process: grounds and procedures
- Role-play: mock disciplinary hearing

Day 4: Grievance Procedure Administration

- Definition and types of grievances
- Grievance procedure steps: lodging, investigation, response
- Confidentiality and impartiality in grievance handling
- Grievance documentation forms and registers
- Managing vexatious or frivolous grievances
- Link between grievance and disciplinary processes
- Role of the CCMA and alternative dispute resolution
- Case studies: resolving common workplace grievances

Day 5: Integration, Record-Keeping, and Practical Application

- Record-keeping requirements: registers, files, and retention periods
- Integration with HR policies and procedures
- Handling complex cases: poor performance, absenteeism, harassment
- Reviewing and updating procedures based on feedback
- Preparing for CCMA proceedings: documentation and representation

- Practical exercise: complete a disciplinary file and grievance file
- Course review and assessment

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 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 246744) 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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