

# NATIONAL CERTIFICATE IN LABOUR RELATIONS PRACTICE

## NQF LEVEL 6, 124 CREDITS



*Practicing general labour relations in a disruptive environment*

The LRMP is the first holistic labour relations programme to *embrace best practices in a disruptive environment*. It draws on the experience of labour lawyers, policy makers, business leaders and design-thinking experts to present an *unmatched generalist labour relations programme* with a twist – it excites, innovates and drives best practices as well as compliance.



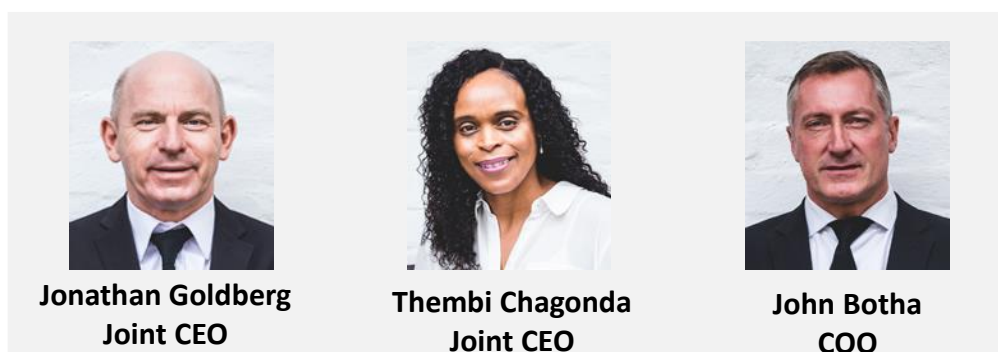
GLOBAL BUSINESS SOLUTIONS

FUTURE THINKING, NOW

This qualification is to develop people who will be able to manage, resolve and help prevent labour disputes. There has been the establishment of new statutory structures with implications for every level of labour relations in the country. Their purpose is to advance economic development and social justice, to reduce labour unrest and to advance the democratisation of the workplace by fulfilling the primary objective of the Labour Relations Act. The Qualification will help to transform the labour market and workplace by promoting sound and improved employment relationships. The development of competence in this field can lead to better service delivery, institutional longevity and the promotion of job creation and security. Application of the learning in this Qualification will also assist parties in labour disputes to enforce their labour rights, while at the same time enabling them to become aware of their obligations as active and responsible participants in society and the economy.

## THE PRESENTERS

**Jonathan Goldberg, Thembi Chagonda and John Botha** are the anchor facilitators. All have been Ministerial appointments to labour market forums such as NEDLAC, the National Minimum Wage Commission, the EE Commission and the Essential Services Commission. They blend law, transformational thinking and labour relations into a meaningful business proposition.



**Jonathan Goldberg**  
Joint CEO

**Thembi Chagonda**  
Joint CEO

**John Botha**  
COO

## ABOUT THE COURSE

This NQF Level 6 qualification (124 credits) is a 1-year qualification consisting of 5 Blocks made up of various modules and is accredited with the Services SETA. Online facilitation of one (1) block day per month over 5 months. Formative and Summative Assessments are attended to in the intervening periods and an innovative ROI project (Final Integrated Summative Assessment - FISA) is included in the programme. *The programme includes free attendance to our Mid-Year and Annual Labour Law Updates.*

## ENTRY REQUIREMENTS

- It is assumed that learners have knowledge of general Human Resource principles and theory, and of South African Labour Relations Structures at NQF level 5.
- It is necessary to have a general understanding of the primary labour laws in South Africa.
- It is also assumed that the learner is able to engage with annual financial statements to make informed decisions on how labour relations inter-relates with business strategy.

### WHO SHOULD ATTEND:

- HR and LR directors, managers and business partners
- Legal and HR practitioners
- Labour Consultants
- Line managers
- Union officials and representatives

### DATE AND COST:

Date: 27 September 2023

Course cost: R15 750 ex VAT per delegate  
Assessment cost: R7 770 ex VAT per delegate

Contact: [cynthia@globalbusiness.co.za](mailto:cynthia@globalbusiness.co.za)

## BLOCK 1 – THE GLOBAL AND NATIONAL LABOUR RELATIONS POLICY FRAMEWORKS

### Module 1: The International Labour Organisation (ILO)

- 1.1 Preamble
  - 1.2 Application and supervision of labour standards
  - 1.3 Global Labour standards – conventions and recommendations
- Module 1 – Assignment



### Module 2: The operations of NEDLAC

- 2.1 Preamble
  - 2.2 Work plan
  - 2.3 The legislating process
- Module 2 – Assignment

### Module 3: The characteristics of the South African labour market

- 3.1 Preamble
  - 3.2 Demographics and the Gini co-efficient
  - 3.3 The remuneration and benefits composition
- Module 3 – Assignment

### Module 4: The economic-employment relationship

- 4.1 Preamble
  - 4.2 Labour elasticity and the GDP
  - 4.3 Factors determining employment levels in South Africa
  - 4.4 World competitiveness rankings (WCR)
- Module 4 – Assignment

### Module 5: The transformation of the workplace

- 5.1 Preamble
  - 5.2 Transformation scope
  - 5.3 Transformation – B-BBEE and LR impact
- Module 5 – Assignment



## BLOCK 2 – THE ARTICULATION AND APPLICATION OF THE LABOUR LAW HIERARCHY

### Module 1: The Labour Law Ecosystem

- 1.1 Preamble
  - 1.2 Labour Law hierarchy
  - 1.3 Range of matters regulated under labour law
- Module 1 – Assignment

### Module 2: The articulation of labour law with employment contracts and policies

- 2.1 Preamble
  - 2.2 Designing employment policies, contracts and minimum law provisions for optimal design
- Module 2 – Assignment

### Module 3: The interpretation, application and compliance requirements for each law

- 3.1 Preamble
- 3.2 Labour Relations Act (LRA) unpacked
  - 3.2.1 Disputes of right versus disputes of interest
  - 3.2.2 Termination of fixed-term contracts
  - 3.2.3 Dismissals – Operational Requirements (S189)
  - 3.2.4 Dismissals – Misconduct
  - 3.2.5 Dismissals – Incapacity
  - 3.2.6 Unfair dismissal and unfair labour practice disputes
  - 3.2.7 Organisational rights and refusal to bargain disputes
- 3.3 Employment Equity Act (EEA)
- 3.4 Skills Development Act (SDA)
- 3.5 Skills Development Levies Act (SDLA)
- 3.6 Basic Conditions of Employment Act (BCEA)
- 3.7 Occupational Health and Safety Act (OHSA) and COVID-19
- 3.8 Broad-Based Black Economic Empowerment (B-BBEE)

### Module 4: The regulation of flexible employment relationships

- 4.1 Preamble
  - 4.2 Workforce solutions options and operating models
- Module 4 – Assignment

### Module 5: The impact of labour law on B-BBEE and other business imperatives

- 5.1 Preamble
  - 5.2 Case Study
- Module 5 – Assignment



## BLOCK 3 – STAKEHOLDER ENGAGEMENT FORUMS AND STRATEGIES

### Module 1: Statutory and non-statutory forums

- 1.1 Preamble
  - 1.2 Statutory forums
  - 1.3 Non-statutory forums
- Module 1 – Assignment

### Module 2: The communication, consultation, negotiation dynamic

- 2.1 Preamble
  - 2.2 Explaining the concepts
  - 2.3 What does the law require?
- Module 2 – Assignment

### Module 3: Statutory submission requirements

- 3.1 Preamble
  - 3.2 Statutory submissions
- Module 3 – Assignment

### Module 4: Key stakeholder identification, interests and rights

- 4.1 Preamble
  - 4.2 Stakeholder identification
  - 4.3 Stakeholder impact mapping
- Module 4 – Assignment

### Module 5: Building sustainable relationships

- 5.1 Preamble
  - 5.2 Transactional analysis
- Module 5 – Assignment

## BLOCK 4 – CASE LAW AND DISPUTE MANAGEMENT

### Module 1: Dismissals for Misconduct

- 1.1 Preamble
- Module 1 – Case Law - Misconduct

### Module 2: Dismissals for Incapacity

- Module 2 – Case Law - Incapacity

### Module 3: Dismissals for Operational Requirements

- Module 3 – Case Law – Operational Requirements

### Module 4: Strikes related dismissals

- Module 4 – Case Law - Strikes

### Module 5: Unfair discrimination

- Module 5 – Case Law – Discrimination  
Assignment



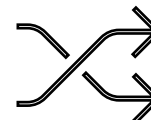
## BLOCK 5 – LABOUR RELATIONS MANAGEMENT IN A DISRUPTIVE ENVIRONMENT

### Module 1: Types of disruption and the impact on law, policies and practices

- 1.1 Preamble
  - 1.2 Scenario planning
- Module 1 – Assignment

### Module 2: The competencies required to navigate disruption

- 2.1 Preamble
  - 2.2 Key labour relations competencies
    - Re-engineering
    - Performance management
    - Management of Absenteeism and Leave Abuse
- Module 2 – Assignment



### Module 3: COVID-19 and its impact on labour relations

- 3.1 Preamble
  - 3.2 Remote work, holistic approach
  - 3.3 Employment contract review
  - 3.4 Discipline and hearings via VC
  - 3.5 Performance Management
  - 3.6 Other policy focus areas
- Module 3 – Assignment

### Module 4: Design-thinking as a problem-solving framework

- 4.1 Preamble
  - 4.2 A human-centric approach
- Module 4 – Assignment

### Module 5: Be the best you can be – personal mastery

- 5.1 Preamble
  - 5.2 The essence of leadership
  - 5.3 Transitioning through change
  - 5.4 Creating sticky relationships
- Module 5 – Assignment

#### To Register:

Complete the attached registration form and return to Global Business Solutions together with required supporting documentation. Please note that the following documentation must accompany each application:

- A clear copy of your ID (certified)
- Latest NQF 5 statement of results and/or qualifications(certified). Foreign qualifications must be accompanied by an official letter from the South African Qualifications Authority (SAQA)

## REGISTRATION FORM

To secure your place at this webinar – please complete and sign the following and email the booking form to Cynthia Streicher: [cynthia@globalbusiness.co.za](mailto:cynthia@globalbusiness.co.za)

Our standard procedure is to acknowledge receipt of registration in writing.

If you have not received same, please contact us to confirm we have received your registration before incurring any additional expenses

<b>Course Name:</b>		<b>NATIONAL CERTIFICATE IN LABOUR RELATIONS PRACTICE</b>			<b>Date:</b>	<b>27 September 2023</b>		
East London		Johannesburg		Port Elizabeth		Cape Town		Durban
<b>Company Name :</b>						<b>Tel No:</b>		
						<b>Fax No:</b>		
<b>Postal Address:</b>						<b>Disability assistance needed:</b>		
<b>Physical Address:</b>						<b>Dietary requirements/ allergies:</b>		
						<b>*Additional costs may be incurred</b>		
<b>Vat no:</b>				<b>Purchase Order No:</b>				
<b>DELEGATE DETAILS</b>								
	<b>Delegate Name</b>	<b>ID Number</b>	<b>Email</b>			<b>Cell No.</b>		
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**Terms and Conditions:** The accepted applications to attend the Global Business Solutions courses are in every case subject to these terms and conditions. **Payment:** Payment must be made in full in advance. \*Quote excludes cost of credit card transactions using PayFast. \*Should you choose to make use of this payment method 4.5% will be added to your invoice in respect of PayFast fees. **Cancellations:** Cancellation must be made in writing and received by Global Business Solutions 5 working days prior to the course start date. Transfer fees may be charged in the case of transfers to another programme. **Any cancellation or transfer instruction received less than 5 days prior to the course/workshop start date, do not entitle the cancelling or transferring delegate to any refund or credit note and the full fee must be paid. Non-attendance on all or any one of the workshop days without written cancellation will result in no entitlement to any refund or credit and the company / delegate will be liable for the full fee.** **Indemnity:** Global Business Solutions is absolved and indemnified against any loss or damage as a result of alteration or cancellation/postponement of any seminar arising from any cause whatsoever, including without limitation, any fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the event impracticable or impossible. A "fortuitous event" includes, but is not limited to, war, fire, meals, riot, industrial action, extreme weather or other emergency. **Warranty of Authority:** The signatory warrants that he/she has the authority to sign this Application and agrees to be personally liable to Global Business Solutions for payments falling due pursuant thereto should such warranty is breached. In the event that Global Business Solutions is obliged to take action against the participant and his/her employer shall be liable for and shall pay all costs, including attorney and client costs and collection commission. I hereby consent to giving my personal information to GBS to use my personal information to store and pass it onto third parties if necessary (CRM, LMS, QCTO, SETA, ETQA, SABPP & DHET). GBS has taken the necessary steps to comply with the provisions of the POPI Act and its regulations by conducting an impact assessment and developing a framework for compliance. In this regard, GBS warrants that it shall not use the information provided herein for purposes other than those set out in our privacy policy. GBS advises that in addition to the fields of information required below to deliver in terms of this agreement, it shall also require learner details in order to comply with the statutory requirements of, inter alia, the Skills Development Act and the systems requirements of our Learner Management System. In the absence of this information, GBS may not be able to deliver against its mandate. Furthermore, by accepting the terms of this agreement, you also understand and accept that GBS may have to further process the personal information received in this and other associated documents by transmitting it to other organisations as may be required such as SETA's, ETQA's, Professional Bodies and the like. In the event that you or any data subject wish to engage with our Information Officer and/ or access our Privacy Policy, please visit our website [www.globalbusiness.co.za](http://www.globalbusiness.co.za)

<b><i>I acknowledge that I have read, understood and accept the Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent.</i></b>			
<b>Name of Organisation:</b>			<b>Date:</b>
<b>Name of person responsible for Payment:</b>			<b>Email:</b>
<b>Job Title (specific):</b>			
<b>Signature:</b>			
<b>FEE EXCLUDING VAT PER DELEGATE (Please select an option)</b>			<b>COST/ DELEGATE</b>
<b>Course Name: National Certificate in Labour Relations Practice</b>			R15 750 (excl. VAT)
<b>Services SETA PoE including FISA</b>			R7 770 (excl. VAT)
<b>Please indicate method of payment</b>			EFT      *Credit Card
<b>HOW DID YOU FIND OUT ABOUT THIS COURSE?</b>	<b>E-mail:</b>	<b>GBS Website:</b>	<b>Other (Please specify):</b>



# LEARNER DATA REGISTRATION FORM

Each delegate to complete the below form (SETA Requirement). One form per delegate.

<b>Course Name:</b>									
<b>With which Accreditation Body are you registering with for your Portfolio of Evidence (PoE)?</b>									
<b>Services SETA</b>		<b>ETDP SETA</b>		<b>SABPP</b>		<b>QCTO</b>		<b>Other</b>	
<b>Title: Mr Miss Mrs Ms Other</b>						<b>ID Number:</b>			
<b>Full Name and Surname:</b>						<b>Passport Number if not a South African:</b>			
<b>Your Home Physical Address:</b>						<b>Disability Status:</b>			
	<b>City / Province:</b>								
	<b>Code:</b>								
<b>Postal Address:</b> <i>(If different to home address)</i>						<b>Equity:</b>		<b>Asian</b>	
						<b>African</b>		<b>Indian</b>	
	<b>City / Province:</b>					<b>Coloured</b>		<b>White</b>	
<b>Code:</b>									
<b>Company Name:</b>					<b>Your occupation:</b>				
<b>Work Contact Number:</b>					<b>Cellphone Number:</b>				
<b>Work Email Address:</b>					<b>Other Email Address (optional):</b>				
<b>Home Language:</b>					<b>Matriculated School Year:</b>				
<b>Last High (Secondary) School Attended:</b>									
<b>Highest Qualification: Matric</b>		<b>National Certificate:</b>			<b>Diploma:</b>		<b>Degree:</b>		<b>Other:</b>
<b>Certified Qualification copy attached: Yes No (Reason)</b>									
<b>Certified ID copy attached: Yes No (Reason)</b>									

I hereby consent to giving my personal information to GBS to use my personal information to store and pass it onto third parties if necessary (CRM, LMS, QCTO, SETA, ETQA, SABPP & DHET). GBS has taken the necessary steps to comply with the provisions of the POPI Act and its regulations by conducting an impact assessment and developing a framework for compliance. In this regard, GBS warrants that it shall not use the information provided herein for purposes other than those set out in our privacy policy. GBS advises that in addition to the fields of information required below to deliver in terms of this agreement, it shall also require learner details in order to comply with the statutory requirements of, inter alia, the Skills Development Act and the systems requirements of our Learner Management System. In the absence of this information, GBS may not be able to deliver against its mandate. Furthermore, by accepting the terms of this agreement, you also understand and accept that GBS may have to further process the personal information received in this and other associated documents by transmitting it to other organisations as may be required such as SETA's, ETQA's, Professional Bodies and the like. In the event that you or any data subject wish to engage with our Information Officer and/ or access our Privacy Policy, please visit our website [www.globalbusiness.co.za](http://www.globalbusiness.co.za)

**Your Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_