

Labour Guide

Inform Empower Comply

Course Prospectus



QCTO Accredited Skills Development Provider (SDP)



South African Institute of
Occupational Safety and Health
Corporate Member

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Artificial Intelligence in HR

Half Day Course

Module 1: The AI landscape

- Introduction & overview
- Benefits, possibilities & risks of AI in HR

Module 2: The legal landscape

- POPIA, PAIA, LRA, RICA, EEA, ECTA & the Constitution

Module 3: AI in recruitment & screening

- Automated CV parsing & ranking
- AI-driven psychometrics
- Automated decision-making & POPIA considerations
- Discrimination audits & EEA considerations
- PAIA & the request for information by candidates

Module 4: Onboarding, succession planning & talent mobility

- Chatbots
- Predictive workforce-demand analytics
- Skill gap mapping & readiness scoring for critical roles
- Diversity metrics in succession pipelines

Module 5: Use of AI in performance management

- Pattern recognition in output & behaviour
- Employee sentiment analysis dashboards
- Personalised learning recommendations (LMS analytics)
- Integrating insights with Schedule 8 LRA processes

Module 6: Use of AI in Disciplinary proceedings General provisions

- Admissibility & reliability of digital evidence
- Algorithmic-evidence admissibility checklist
- ECTA & RICA considerations

Module 7: Best practices for ethical AI implementation

- Principles of transparency, fairness & accountability
- Employee consent, training & awareness
- AI vendor & tool due diligence

Purpose of the course:

This half-day interactive online course aims to equip HR professionals, legal practitioners, and organisational leaders with a practical understanding of how artificial intelligence (AI) is reshaping the human resources landscape. Participants will gain insight into both the strategic applications and legal implications of AI across key HR functions – from recruitment and onboarding to performance management and disciplinary processes.

By exploring real-world use cases, regulatory frameworks (including POPIA, PAIA, LRA, and more), and ethical considerations, the course empowers attendees to leverage AI tools responsibly, lawfully, and effectively. The goal is to foster informed decision-making, mitigate risk and promote fairness.



Artificial Intelligence in HR

Half Day Course

Upon completion of the course delegates will be able to:

- Understand the evolving landscape of Artificial Intelligence in the context of Human Resources.
- Identify the benefits, risks, and ethical considerations of implementing AI in various HR functions.
- Interpret and apply relevant South African legislation (including POPIA, PAIA, LRA, RICA, EEA, ECTA, and the Constitution) when working with AI tools in HR.
- Evaluate the use of AI in recruitment, including automated CV screening, psychometric analysis, and compliance with anti-discrimination laws.
- Assess AI applications in onboarding, succession planning, and talent mobility, including predictive analytics and diversity tracking.
- Recognise how AI can support performance management through data analysis, sentiment tracking, and personalised development insights.
- Apply legal and procedural principles when using AI-generated evidence in disciplinary proceedings, with specific reference to ECTA and RICA.
- Implement best practices for ethical and responsible AI adoption in the workplace, including transparency, employee consent, and vendor due diligence.

The course will be useful for:

- HR Managers and Practitioners seeking to integrate AI tools into recruitment, performance management, and workforce planning.
- Labour Law and Compliance Officers responsible for ensuring that AI applications align with South African labour and data protection laws.
- Talent Acquisition Specialists aiming to enhance fairness and efficiency in screening and selection processes.
- Employee Relations and Industrial Relations Professionals involved in disciplinary processes where AI-generated data may be used.
- Organisational Development and L&D Teams using AI to support employee engagement, learning, and succession planning.
- Executives and Business Leaders exploring ethical and strategic use of AI in workforce management.
- Technology and HR System Vendors or Implementers interested in understanding the HR and legal environment in which their tools will be deployed.
- Union Representatives and Employee Representatives wanting to understand AI's impact on employee rights and workplace fairness.

Important:

Please note that this is a general course and is therefore presented in a manner to make it understandable for all delegates. This is not an advanced course dealing with the technical aspects pertaining to the various AI platforms and software.

For further information contact:

(012) 661 3208 or (012) 661 1411
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psenekal@labourguide.co.za or hanlie@labourguide.co.za



Basic Labour Relations

1 Day Course

Module 1: The Code of Good Practice on Dismissal

- Schedule 8: The Code of Good Practice on Dismissal in terms of the Labour Relations Act, No. 66 of 19956
- Fair reasons for dismissal
- Automatic unfair dismissals8
- Standard of conduct
- Progressive discipline
- Dismissals for misconduct
- Fair procedure
- Disciplinary records
- Dismissals and industrial action
- Probation
- Incapacity: poor work performance
- Incapacity: ill health or injury

Module 2: Misconduct and the Disciplinary Code

- The importance of investigating allegations of misconduct in the workplace, or outside the workplace
- Offences and the disciplinary code
- Insubordination
- Insubordination v insolence
- Insubordination, negligence or refusal to adhere?
- How do we deal with insubordination?
- Disciplinary code
- Disciplinary sanctions – warnings
- Disciplinary procedures
- Distinguishing misconduct from poor work performance
- Automatically unfair dismissals
- Employee representation
- Resignation before disciplinary action
- Grievance procedure
- Unfair labour practices

Module 3: The Disciplinary Hearing

- Suspending an employee
- Notice to attend a disciplinary hearing
- Chairperson's guide / format and procedures at a disciplinary enquiry

Module 4: The Contract of Employment

- The importance of the employment contract
- The contract of permanent employment
- The fixed term contract of employment
- Automatic permanent employment on a fixed term contract (s189 of the LRA)
- Termination of fixed-term contracts
- The contract of probationary employment
- Unsigned employment contracts, what to do
- The earnings threshold in contracts
- Dismissal of an applicant before first working day
- Clauses relating to random and specific alcohol and drugs screening procedures / searches and polygraph examinations



Basic Labour Relations

1 Day Course

Module 5: Trade Unions

- Trade unions background
- Organizational rights background
- The role of the shop steward
- Reasonable paid time off work
- Disciplinary action against a shop steward

Module 6: CCMA Overview

- What is the CCMA?
- Dispute referral
- Representation
- Con/Arb
- Conciliation
- Arbitration

Module 7: Basic Conditions of Employment – Q&A session and self-study

- Threshold earnings and the BCEA
- Hours of work and overtime
- Meal intervals
- Remuneration for Sunday and public holiday work
- The earnings threshold
- Annual leave
- Annual leave and termination of employment
- Sick leave
- Proof of incapacity
- Sections 25A, 25B and 25C: Parental, Adoption and Commissioning Parental Leave
- Family responsibility leave
- Study leave for examination or study purposes
- Written particulars of employment
- Information about remuneration
- Termination of employment

CCMA information sheets

- Constructive dismissal
- Desertion
- Disciplinary procedures
- Drunkenness on duty
- Employee v independent contractor
- Harassment
- Ill health or injury
- Misconduct
- Poor work performance
- Polygraph testing
- Retrenchment
- Sectoral determinations
- Unfair dismissals and unfair labour practices
- Unilateral changes

Purpose of the course:

To provide an overview of labour relations and labour legislation in South Africa, focusing primarily on the Labour Relations Act.



Basic Labour Relations

1 Day Course

Upon completion of the course delegates will be able to:

- Better understand the Basic Conditions of Employment Act and the Labour Relations Act, including relevant regulations and codes of good practice.
- Be able to effectively deal with disciplinary and poor work performance related matters in the workplace and have an understanding of the dispute resolution process from dismissal to the CCMA and / or Labour Court.

The course will be useful for:

- Business owners
- Employees dealing with discipline and the day-to-day management of personnel
- HR officers
- Supervisors
- Shop stewards

Important:

Please note that this is a general course and is therefore be presented in a manner to make it understandable for all delegates. This is not an advanced course in Labour Relations.

For further information contact:

(012) 661 3208 / (012) 661 1411
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psenekal@labourguide.co.za / hanlie@labourguide.co.za



Charing Disciplinary Hearings: The Training of Chairpersons in the Hearing of a Disciplinary Case

1 Day Course

Module 1: What is a dismissal?

- Definition
- Unlawful and unfair dismissals

Module 2: The Code of Good Practice – Dismissal

Module 3: Dismissal for misconduct

- Introduction
- Guidelines in cases of dismissal for misconduct: Item 7 of the CCMA Guidelines

Module 4: Fair procedure

- The right to be informed of the charges
- The hearing must not be unreasonably delayed
- The right to a proper opportunity to prepare
- The employee's right to be heard and to present a defense
- The right to be fairly judged
- Changing the finding of the chairperson

Module 5: Electing a chairperson

Module 6: Specific types of misconduct

- Absence without leave or permission
- Failure to inform the employer of the reasons for absence
- Abusive language and racist remarks
- Abuse of sick leave
- Assault
- Intimidation
- Competing with the employer / conflict of interest
- Damage to property
- Negligence
- Disclosing confidential information
- Dishonesty
- Alcohol and drugs
- Falsification
- Fraud
- Bringing the employer's name into disrepute
- Insolence/insubordination
- Refusal to work overtime
- Sexual harassment
- Sleeping on duty
- Theft/unauthorised possession



Chairing Disciplinary Hearings: The Training of Chairpersons in the Hearing of a Disciplinary Case

1 Day Course

Module 7: Evidence and findings in disciplinary hearings

- Leading and testing evidence and versions
- The opening statement
- Evidence in chief
- Cross-examination
- Re-examination

Module 8: Evaluating evidence and making a finding

- Evidentiary burden
- Evidence: sources, types and admissibility

Module 9: Checklist for chairpersons

Purpose of the course:

This course will teach chairpersons how to effectively chair a disciplinary hearing in line with the principles of fairness as envisaged by the Labour Relations Act.

Upon completion of the course delegates will be able to:

- Chair a disciplinary hearing
- Evaluate the evidence presented by the parties
- Reach a finding of guilty or not guilty
- Consider mitigating and aggravating factors
- Decide on the appropriate sanction

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors
- union representatives, individuals that act as chairpersons in disciplinary hearings, labour consultants and labour law practitioners.

For further information contact:

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Discussion on the Updated Code of Good Practice on Dismissals

2 Hour Course

The Schedule 8 Code of Good Practice on Dismissals has been amended and is effective from 4 September. In this course, we explain the recent changes and provide guidance on how they should be interpreted and applied in the workplace.

We cover the core principles of fair dismissal and explore specific areas such as probation, dismissals for misconduct, incapacity or incompatibility, operational requirements, and unprotected industrial action. The course also looks at how these changes affect small businesses and the practical steps employers should take to comply with the updated Code.

Module 1: Introduction to the Updated Code

Module 2: Core Principles of Fair Dismissal

Module 3: Application of the Code on Small Businesses

Module 4: Probation

Module 5: Misconduct Dismissals

Module 6: Dismissal for Incapacity and Incompatibility

Module 7: Dismissal for Operational Requirements

Module 8: Unprotected Industrial Action

Purpose of the course:

Learners found competent in this course will understand the principles, procedures, and legal requirements for dismissals under the updated Schedule 8 – Code of Good Practice (2025).

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors
- Union representatives
- Labour consultants and labour law practitioners
- Individuals who initiate or chair disciplinary hearings

For further information contact:

(012) 666 8284

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deidre@labourguid.co.za



Effective Direct, Cross and Re-examination of Witnesses

Half Day Course

Module 1: Direct examination

- The objective of evidence-in-chief
- No leading questions
- Controlling the witness
- Questioning techniques

Module 2: Cross examination

2.1 The purpose of cross-examination

- To discredit a witness's credibility
- To put your case to the witness so that it may be known and commented upon

1.2 Preparing for cross-examination

- Determine your goals for each witness
- Prepare your questions - make sure you have a cross-examination plan
- Know the rules of evidence

1.3 Questions that achieve control

- Leading questions
- One fact per question
- Cross examine in a logical progression to a specific goal

1.4 The 10 commandments

- Be brief
- Ask short questions
- Ask only leading questions
- Do not ask a question if you do not know the answer
- Listen to the answer
- Do not quarrel with the witness
- Do not allow the witness to repeat his or her direct testimony
- Do not permit the witness to explain
- Avoid asking one question too many
- Save the explanation for summation

Module 3: Re-examination

- The purpose of re-examination
- Confined to questions arising from cross-examination
- No leading questions

Module 4: Case study

Module 5: Practical exercise

Purpose of the course:

- Enhance your skills in direct examination, cross-examination, and re-examination of witnesses.
- Learn to effectively question witnesses, test their evidence, uncover weaknesses, and challenge their accounts.
- Our course equips you with the tools to introduce your own witnesses and to evaluate and question the credibility of opposition witnesses effectively.



Effective Direct, Cross and Re-examination of Witnesses

Half Day Course

Upon completion of the course delegates will be able to demonstrate an understanding of the key principles of:

- Direct examination of own witnesses
- Cross examination to discredit the testimony of other witnesses
- Re-examination of witnesses

The course will be useful for:

- Initiators/complainants
- Chairpersons
- Employee representatives/shop stewards/union officials
- Managers
- HR and ER managers

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Evidence and Testimony: Tools for Employer's success in Arbitrations and Hearings

Half Day Course

Unlock the power of evidence and witness credibility to secure favourable outcomes in your labour disputes with our exclusive training event, "Evidence and Testimony: Tools for Employer's success in Arbitrations and Hearings" Led by industry experts in employment and labour law, this training equips you with essential knowledge and practical skills to handle dispute resolution proceedings effectively. Join us for this transformative training experience and elevate your ability to traverse legal challenges with confidence, competence, and credibility.

Module 1: Introduction:

- Purpose.
- Overview & context within the CCMA/Bargaining Council.

Module 2: The Law of Evidence:

- Overview of the Law of Evidence.
- The basics & rules of evidence.

Module 3: Types of Evidence:

- Examples of forms & types of evidence.
- How to use the evidence to your advantage.

Module 4: Admissibility, Weight & Effectiveness of Evidence:

- Admissibility of evidence.
- Inadmissible evidence.
- Hearsay evidence.
- Weight & consideration of the evidence.
- How to make evidence effective.

Module 5: Introducing & Corroborating Evidence:

- How to introduce evidence.
- The importance of witness testimony regarding evidence.
- Evidence in relation to the issues in dispute.
- Witness corroboration & evidence.

Module 6: Effective & Credible Witnesses:

- The role of witnesses.
- Significance of credibility.
- The basics.

Module 7: Elements of Witness Testimony:

- Key elements.

Module 8: Admissibility & Hearsay Evidence:

- Admissibility & inadmissibility in witness testimony.
- Understanding hearsay evidence & how to use or avoid it.

Module 9: The credibility of Witness Testimony:

- Ethical considerations.
- Factors that affect credibility.
- General considerations of Presiding Officers in Arbitration.



Evidence and Testimony: Tools for Employer's success in Arbitrations and Hearings

Half Day Course

Module 10: Tips on Being an Effective & (In)Credible Witness:

- Best practices in witness testimony.

Q&A Session:

- Q&A Session.

Purpose of the course:

In this immersive training experience, you will dive into the complexities of evidence presentation and witness credibility, exploring fundamental principles, practical strategies, and examples.

Through this live interactive session, scenario breakdowns, and comprehensive analysis, you will gain invaluable insights into leveraging evidence and maximising witness credibility to bolster your case's strength.

Course outcome:

Whether you're an employer, HR consultant, dispute resolution official, or labour practitioner, this training is tailored to empower professionals across various roles to enhance their proficiency in handling labour disputes. From understanding the basics of evidence law to mastering the art of effective witness testimony, this training covers all aspects essential for success in dispute resolution.

The course will be useful for:

- Initiators/complainants
- Chairpersons
- Employee representatives/shop stewards/union officials
- Managers
- HR and ER managers

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How to Win an Unfair Dismissal Case at the CCMA / Bargaining Council

1 Day Course

Module 1: Functions and jurisdiction of the CCMA

- Functions
- Jurisdiction

Module 2: Bargaining Councils

Module 3: The dispute resolution process

- Automatically unfair dismissals
- Misconduct and incapacity dismissals
- Operational requirements dismissals

Module 4: Serving and filing documents

- How to contact the Commission and calculate time periods
- How to serve and file documents
- How to apply for condonation for documents delivered late

Module 5: Conciliation

- What is conciliation?
- How to refer a dispute to the CCMA
- When the dispute must be referred
- Service of documents
- Notice and of conciliation
- Representation
- What happens if a party fails to attend or is not represented at conciliation?
- Functions and obligations of the commissioner at conciliation
- Conciliation proceedings may not be disclosed
- How to determine whether a commissioner may conciliate a dispute
- Extension of conciliation period
- Methods that commissioners use to break a deadlock
- The certificate of outcome

Module 6: Con-arb

- What is a con-arb?
- What notice must be given of a con-arb hearing?
- How to object against a con-arb?
- The procedure which is to be followed when there is an objection
- The procedure to be followed when there is no objection

Module 7: Arbitration

- What is the nature of an arbitration and when may an arbitration be conducted?
- How does a party request the CCMA to arbitrate a dispute?
- What notice must be given of the arbitration hearing?
- How to postpone an arbitration



How to Win an Unfair Dismissal Case at the CCMA / Bargaining Council

1 Day Course

Module 8: The pre-arbitration conference

- What should be considered at a pre-arbitration conference
- When should a pre-arbitration conference be held?

Module 9: Other procedures

- How to join or substitute parties to proceedings
- How to correct the citation of a party
- When the Commissioner may consolidate disputes
- Disclosure of documents
- What happens if a party fails to attend arbitration proceedings
- How to have a subpoena issued
- Expert witnesses
- Witness fees and travel and subsistence expenses
- Cost orders in an arbitration

Module 10: Preparing for arbitration

- Disclosure of documents
- Gathering of information
- Determine the onus of proof
- Consider the evidence: types and admissibility
- Identify and preparing your witnesses
- Examine the merits of your case
- Preparing a bundle of documents

Module 11: Arbitration – presenting your case

- Representation
- Settlement agreements
- Preliminary and interlocutory applications
- Narrowing the issues in dispute
- Opening statements
- Evidence-in-chief/examination-in-chief
- Cross-examination
- Re-examination
- How to deal with the hostile witness
- Closing arguments

Module 12: Rescissions and variations

- How to apply for a rescission of the award or ruling

Module 13: Enforcement of settlement agreements and arbitration awards

Purpose of the course:

The purpose of the course is to provide training of a practical nature for party representatives in arbitration. The training will focus on conciliation, con/arb and arbitration, with emphasis on the Rules for the conduct of proceedings before the CCMA.



How to win an unfair dismissal case at the CCMA / Bargaining Council

1 Day Course

Upon completion of the course delegates will be able to:

- identify the issue in dispute
- present their cases at the CCMA or Bargaining Council
- lead evidence
- compile a bundle of documents and introduce the documents into evidence
- cross examine and re-examine witnesses.

The course will be useful for:

- HR practitioners
- Labour consultants
- Officials and members of employers' organisations
- Union officials and representatives
- Labour lawyers

For further information contact:

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Investigating and preparing for, and chairing a disciplinary hearing

2 Day Course (In-house Only)

Module 1: Introduction

Module 2: The Code of Good Practice – Dismissal

Module 3: Unlawful, unfair, automatically unfair dismissals and resignations

- Unlawful and unfair dismissals
- Automatic unfair dismissals
- Resignation or dismissal
- Constructive dismissals

Module 4: Dismissal for misconduct

- Introduction: substantive fairness
- Guidelines in cases of dismissal for misconduct: Item 7 of the Code
 - Is there a rule?
 - Was the employee aware of the rule?
 - Did the employee contravene the rule?
 - Is the rule or standard a valid or reasonable rule or standard?
 - Was dismissal an appropriate sanction?
 - Gravity of the contravention
 - Reasons for not dismissing: has the rule been consistently applied?
 - Reasons for not dismissing: factors that may justify a different sanction
- Workplace related misconduct
- Derivative misconduct

Module 5: Fair procedure

- Introduction
 - Procedural rights
 - The right to be informed of the charges
 - The right to a proper opportunity to prepare
 - The employee's right to be heard and to present a defense
 - The right to be fairly judge
- Procedural fairness
 - The investigation
 - Charging the employee
 - Deciding on the charges
 - Procedural requirements in general
 - The disciplinary hearing
 - Suspension
- Conduct of the chairperson and bias
- On procedure

Module 6: Electing a chairperson



Investigating and preparing for, and chairing a disciplinary hearing

2 Day Course (In-house Only)

Module 7: Specific types of misconduct

- Absence without leave or permission
 - Absenteeism
 - Abscondment
 - Desertion
 - Failure to inform the employer of the reasons for absence
- Abusive language and racist remarks
- Assault
- Competing with the employer / conflict of interest
- Damage to property
- Negligence
- Disclosing confidential information
- Dishonesty
- Alcohol or drug abuse / drinking on duty
- Falsification of records
- Fraud
- Bringing the employer's name into disrepute
- Insubordination / insolence
- Sexual harassment
- Sleeping on duty
- Theft/unauthorised possession

Module 8: Evidence and findings in disciplinary hearings

- Leading and testing evidence and versions
- The opening statement
- Evidence in chief
- Cross-examination
- Re-examination
- Written statements

Module 9: Evaluating evidence and making a finding

- Evidentiary burden
- Sources of evidence, types of evidence and its admissibility
 - Witnesses
 - Site inspections or inspection in loco
 - Customers and suppliers
 - Written statements and affidavits
 - Probative material
 - Admissibility and weight of evidence
 - Relevance of evidence
 - Character evidence
 - Similar fact evidence
 - Opinion evidence
 - Expert evidence
 - Previous consistent statements
 - Hearsay evidence
 - Privileged evidence
 - Illegally obtained evidence
 - Direct evidence and circumstantial evidence
 - The cautionary rule
 - Admissions
 - Confessions
 - Polygraph tests



Investigating and preparing for, and chairing a disciplinary hearing

2 Day Course (In-house Only)

Module 10: Misconduct incident investigation diary

Module 11: A step-by-step checklist for disciplinary hearing chairpersons

Module 12: Disciplinary code

Module 13: Notice of Enquiry

Module 14: Disciplinary enquiry – form

Module 15: Warning form

Purpose of the course:

This course will teach initiators and chairpersons how to effectively investigate allegations of misconduct, how to prepare for the hearing and how to chair a disciplinary hearing in line with the principles of fairness as envisaged by the Labour Relations Act.

Upon completion of the course delegates will be able to:

- Prepare for and chair a disciplinary hearing
- Evaluate the evidence presented by the parties
- Reach a finding of guilty or not guilty
- Present aggravating factors (initiators)
- Consider mitigating and aggravating factors (chairpersons)
- Decide on the appropriate sanction.

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors;
- union representatives, individuals that act as initiators and chairpersons in disciplinary hearings;
- labour consultants and labour law practitioners.

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Managing Day-to-Day Challenges in the Workplace

1 Day Course

Module 1: How to deal with insubordination

- Introduction to insubordination (differences between insubordination, refusal, negligence, and impudence).
- Why do employees refuse to obey instructions?
- How do we deal with insubordination?
- Job descriptions and additional duties.

Module 2: How to deal with absenteeism

- Introduction to absenteeism.
- Company policies, procedures, and regulations (absenteeism policy).
- Absence from work and absence from overtime worked.
- Absence after permission has been refused.
- Abscondment.
- How do we deal with absence and consequences of taking no action?

Module 3: Specific workplace issues and solutions

- Medical certificates (what constitutes a valid medical certificate, Traditional Healers, Clinic / Nursing staff notes).
- Identify and deal with the abuse of sick leave.
- Smoking in the workplace / Vaporizers (legislation and guidance on workplace policies).

Module 4: Misconduct, poor work performance or operational requirement?

- When to discipline, counsel or retrench and associated procedures (the differences between misconduct and incapacity and operational requirements).

Module 5: Discipline and dismissal for misconduct

- What is a dismissal in terms of section 186 of the LRA.
- Reasonable expectation of another fixed term contract or permanent employment.
- Automatic unfair dismissals in terms of section 187 of the LRA.
- Fair reasons for dismissal
- Disciplinary procedures prior to dismissal.
- The disciplinary code and employees that abuse it
- Warnings (including accumulative final warnings and the effect thereof)
- Suspending an employee.
- The notification and charges.
- External representation.
- The two phases of a disciplinary enquiry.
- The format of a disciplinary enquiry.

Module 6: Poor work performance counselling process and dismissal

- The cause of poor work performance
- The counselling process (procedures, timeframes, record keeping, warnings as part of counselling).
- The Dunning-Kruger effect and poor work performance.
- Ill health or injury resulting in poor work performance.
- Incompatibility (dealing with the misfit employee / conduct not compatible with company culture).



Managing Day-to-Day Challenges in the Workplace

1 Day Course

Module 7: Alcohol and drugs in the workplace

- OHSA General Safety Regulation 2A.
- The Zero Tolerance policy.
- Breathalyzers (do's and don'ts).
- Cannabis and company policy.
- Proving under influence.
- Field sobriety tests.

Module 8: General Q&A session

Questions and feedback – anything not dealt with during training.
Frequently asked questions and answers section in workbook for reference purposes.

Purpose of the course:

The objective of this course is to provide a step-by-step guide on how to fairly and constructively deal with the most common challenges in the workplace.

Who should attend?:

HR Managers, Line Managers, Supervisors and others dealing with personnel related matters such as workplace discipline and performance management.

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguid.co.za / hanlie@labourguid.co.za



Managing Poor Performance / Incapacity

Half Day Course

Module 1: Distinguishing misconduct and operational requirements from performance / incapacity

- Introduction
- Counselling procedures

Module 2: Factors that can be the direct or indirect cause of / or may contribute to poor performance

- Incarceration
- Legal Impediment
- Lack of training, qualifications, and experience
- Alcohol or drug addiction
- Outside or social influences
- Work related stress
- Incompatibility
- Incapacity due to ill health or injury

Module 3: Dismissals for incapacity – poor work performance

- Procedural and substantive fairness in dismissal
- Dismissal while on probation
- Dismissals for Incapacity – poor work performance – after probation
- Performance assessment and evaluation form for probation

Module 4: Performance assessment and evaluation

- Stage 1 – First discussion to determine the reason for poor performance
- Stage 2 – The employee did not correct performance after the stage 1 discussion.
- Stage 3 – Alternatives
- Stage 4 – Final stage

Module 5: Documents and guidelines

- Performance assessment and evaluation
- Assessment documentation
- Example of a notice of poor work performance meeting
- Minutes of poor work performance inquiry (guideline)

Module 6: Employees working from home

- The current position and guidelines with regards to poor performance for employees working from home

Purpose of the course:

To explain the difference between incapacity and misconduct and to provide a better understanding of incapacity as a no fault dismissal. Also, to explain the procedure to be followed before dismissing an employee for incapacity.



Managing Poor Performance / Incapacity

Half Day Course

The course will be useful for:

- HR managers
- Line managers
- Managers responsible for the performance and discipline of employees
- Union representatives

Upon completion of the course delegates will be able to:

- manage poor performance in the workplace
- differentiate between poor performance and disciplinary procedures
- conduct counselling procedures / sessions

For further information contact:

(012) 661 3208 / (012) 661 1411
or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



Negotiation Skills – Best Practice Principles and Process

2 Day Course

TRAINING PROGRAMME OVERVIEW:

This training programme is unit standard-based and aligned and is an intermediate-advanced level negotiation skills development offering. The programme effectively blends the theory and practice of negotiation with practical application tools and techniques. At the conclusion of this programme, learners will be capacitated to effectively negotiate win-win agreements within their respective workplaces.

TRAINING PROGRAMME INSTRUCTIONAL METHODOLOGY:

PRACTICAL, FACILITATED WORKSHOP

TARGET GROUP:

SUPERVISORS AND MANAGERS WHO REQUIRE AND ARE TASKED WITH NEGOTIATION RESPONSIBILITIES

TRAINING PROGRAMME OUTLINE:

DAY 1: Effective, win-win negotiation skills

SPECIFIC OUTCOMES:

- Defining the fundamental concepts
- Characteristics of effective negotiators and Key Skills for Success
- Identifying and defining your negotiating style

- Competing
- Collaborating
- Compromising
- Accommodating
- Avoiding

· Types of Negotiation:

- Integrative/Distributive
- Inductive/Deductive/Mixed
- Soft/Hard/Principled
- Alternative Dispute Resolution
- Non-Negotiable Positions/Options

Phases of Negotiation (1 and 2)

Step 1: Preparation

- o Establish rules that lead to effective negotiation
- o Effectively prepare the research that is required to negotiate
- o Set limits
- o WAP
- o BATNA
- o ZOPA

Step 2: Exchanging information

- o What information is held in common to both negotiating parties?
- o What information you will disclose?
- o What information you would prefer the other negotiating party to disclose?



Negotiation Skills – Best Practice Principles and Process

2 Day Course

Day 2: Phases of Negotiation (3 and 4)

SPECIFIC OUTCOMES:

Step 3: Bargaining

- o Maintain composure when things get heated
- o Collaborate and foster cooperation
- o Remain focused
- o Keep an open mind
- o Decide what kind of relationship we wish to foster
- o Use additional resources and expertise

Step 4: Commitment and Closing

- o Developing a sustainable agreement
- o Incorporate everyone's perspective
- o Gain consensus

Managing and balancing key negotiation concepts:

- Conflict
- Persuasion

INTEGRATED ROLE PLAY

TRAINING FACILITATOR: DR CHARLES COTTER

Dr Charles is an independent global Blended Learning Practitioner and Learning & Development (L&D) Strategist, specializing in management training, with over 21 years' industry experience in global talent development. Since 2004 he has offered training programmes (online & F2F) and L&D management consultation services in a vast array of disciplines ranging from management; (strategic) HRM; (strategic) L&D; business communication to soft skills for over 173 companies in multiple industries, in both the public and private sectors, in 39 different countries.

Dr Charles has also offered public training programs for over 74 reputable local and international training and conference/events companies. Prior to 2004, he was a Training Programme Manager for a 4-year time period at the CTMM, targeting the training needs from supervisory to senior management levels. Prior to this position he was an Assistant Director: Logistics Management at the CCP.

Dr Charles was a contract lecturer at TUT for over 11 years and he has also facilitated for 7 other African higher learning institutions including the NWU School of Business Management; Enterprises University of Pretoria (UP); Southern Business School and Ibadan Business School.

Charles has a PhD degree (Business Management). Previously, he completed Master of Business Administration (MBA) (cum laude), B.A Honours degree (cum laude) in HRD & B.A (Communication) degrees.

Formerly, he was the Vice President of the Southern Africa Professional Trainers Association (SAPTA), for 5 years. He is a registered constituent assessor with the ServicesSETA. He is an external examiner for UNISA, the DaVinci Institute and the global professional association, GAFM. He is an Accredited Trusted Trainer, issued by the global training quality assessor, Course Conductor.

Dr Charles is a published, feature article writer in international HRM publications and regarded as an influential, L&D thought leader on social media, with a global, learning footprint and -followership. He is a noted business speaker at over 89 national, continental & international conferences and also widely regarded as a subject matter expert in the field of strategic HR management and L&D.



Retrenchments Simplified

Half Day Course

Module 1: Introduction to dismissals in terms of the Labour Relations Act

Module 2: Operational requirements defined

Module 3: Section 189 of the LRA operational requirements dismissals

- Voluntary retrenchment
- Who must the employer consult with (section 189{1})
- The purpose of consultation
- Duration and consensus seeking process
- Written notice inviting the other party to consult and disclose all relevant information
- Alternatives to a dismissal to be raised by affected employees
- Duration of consultations

Module 4: Substantive and procedural fairness

Module 5: Representations by affected employees and/or their representatives

Module 6: Selection criteria

Module 7: Severance pay and other payments

Module 8: Large scale retrenchments in terms of section 189A

- The appointment of a facilitator
- Time frame in which a facilitator must perform his/her duties
- If parties decide not to make use of a facilitator
- When may a consulting party not give notice of a strike or refer a dispute to the Labour Court?
- Labour Court application in terms of section 189 A (13) – Fair procedure

Purpose of the course:

To enable attendees to fairly and effectively reduce the headcount of a business based on genuine and justifiable operational considerations.

Upon completion of the course delegates will be able to:

- Facilitate a joint consensus seeking process as contemplated in section 189 of the LRA.
- Effectively engage affected employees and their representatives.
- Demonstrate an understanding of the purpose of the joint consensus seeking process.
- Initiate a large-scale retrenchment in terms of section 189A of the LRA.

The course will be useful for:

- HR / IR Practitioners
- Trade union representatives ("Shop Stewards")
- Business owners
- Trade Union Officials



Security Sector Compliance Unlocked: The NBCPSS Main Agreement Explained

Half Day Course

The Private Security Sector operates under intense operational pressure, high public scrutiny, and strict regulatory oversight. This practical, industry-focused training course is designed to equip employers, managers, HR practitioners, and employees with a clear, working understanding of the legal and operational obligations arising from the National Bargaining Council for the Private Security Sector (NBCPSS).

The session translates the Main Collective Agreement into clear, actionable guidance, covering wages, working hours, shift systems, leave, termination, dispute resolution, compliance inspections, and enforcement. Particular attention is given to the realities of 24-hour operations, multi-site deployments, and contract-based security services.

The course aims to translate complex collective agreement provisions into actionable workplace practices, enabling organisations to operate lawfully, minimise risk, and implement fair and consistent labour standards across all sites and contracts

Join us to ensure that your security business remains compliant, reduces operational risk, and avoids costly disputes and penalties.

The following topics will be discussed during this informative interactive session:

- Who Is Bound by the Agreement
- Categories of Employment in the Private Security Sector
- Ordinary Working Hours, Overtime, and Shift Systems
- Night Work, Sunday Work, and Public Holidays
- Minimum Wages and Wage Structures
- Allowances and Sector-Specific Payments
- Leave Entitlements
- Termination of Employment
- Registration, Record-Keeping, and Reporting Obligations
- Dispute Resolution under the NBCPSS
- Compliance Inspections, Enforcement, and Penalties
- Exemptions and Variations
- Practical Compliance in the Private Security Sector

Q&A Session:

- Q&A Session

As with all our practical presentations, questions are welcome, and the session is designed to provide clear guidance that can be implemented immediately in the workplace.

The course will be useful for:

- Private security business owners and directors
- Operational and contract managers
- HR practitioners and payroll administrators
- Compliance officers
- Supervisors and site managers
- Shop stewards

For further information contact:

(012) 661 3208 or (012) 661 1411
or

psenekal@labourguide.co.za or hanlie@labourguide.co.za



Shop Steward Training

1 Day Course

Module 1: Recognition of a trade union and collective bargaining

- **Organizational Rights for registered trade unions**

- Sufficient representation
- Majority representation
- Disputes about organisational rights
- Trade Union access to the Workplace
- Deduction of trade union subscriptions or levies
- Trade Union Representatives
- Leave for Trade Union activities
- Disclosure of Information to Trade Union

- **The role of the shop steward**

- Functions and duties of shop stewards
- Disciplinary action against a shop steward

- **Collective Agreements**

- Legal effect of collective agreement
- Disputes about collective agreements
- Agency Shop Agreements
- Closed shop agreements

- **Collective Bargaining**

- What is a matter of mutual interest?
- Must the employer negotiate?
- Deadlock in negotiations – the options
- Refusals to bargain (negotiate) disputes

- **Industrial Action**

- What constitutes protected industrial action (protected strike)
- Dismissals based on participation in protected industrial action – Unprotected industrial action and dismissals
- Picket rules
- The employer's right to lock out

Module 2: Schedule 8: the Code of Good Practice on dismissal – misconduct

- **The disciplinary process in workplaces**

- Fair procedure and reason for dismissal
- Automatic unfair dismissals
- Unfair labour practices
- The employer's disciplinary code and how it is applied
- Progressive discipline (the process of warning employees) – Fair procedure (suspending and charging an employee)
- External representation at a disciplinary enquiry

- **The disciplinary enquiry**

- The chairperson
- The format of disciplinary enquiries

Module 3: Schedule 8: the Code of Good Practice on dismissal – incapacity

- How the employer should address poor work performance – the counselling process
- May the shop steward assist the poor work performer?
- Incapacity dismissals (poor work performance, including medical incapacity)



Shop Steward Training

1 Day Course

Module 4: Overview of the Basic Conditions of Employment Act

• Regulation of Working Time

- Hours of Work and Overtime
- Lunch and tea breaks
- Sunday Work; Night Work
- Public Holidays

• Leave

- Annual Leave
- Sick Leave
- Proof of Incapacity
- Maternity Leave
- Parental Leave
- Family Responsibility leave
- Absenteeism

• Termination of Employment

- Notice of termination
- Payment instead of Notice
- Payments on Termination
- Certificate of Service

Purpose of the course:

To enable shop stewards to understand and effectively apply the principles of labour legislation in the workplace.

Upon completion of the course delegates will be able to:

- Demonstrate an understanding of the rights and limitations pertaining to the recognition of trade unions in the workplace, collective bargaining and industrial action.
- The purpose and application of the Basic Conditions of Employment.
- Effectively assist employees in the workplace in disciplinary and incapacity matters.
- Effectively and constructively engage employers on workplace related matters.

The course will be useful for:

- Trade union representatives ("Shop Stewards")
- Employee representatives

For further information contact:

(012) 661 3208 / (012) 661 1411

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Social Media & Associated Risks in The Workplace

Full Day Course

Module 1: Introduction to Social Media in the Workplace

- Overview of social media platforms and practices in South Africa.
- Understanding what constitutes misconduct on social media:
- Posting derogatory, offensive, or defamatory comments.
- Cyberbullying & harassment.
- Posting during & outside of working hours.
- Sharing personal or sensitive information without consent.
- Employee's failure to cease actions or communications.
- Practical examples.

Module 2: The application of South African law to social media misconduct and online behaviour

- Legal considerations & application of:
 - Regulation of Interception of Communications and Provision of Communication-related Information Act
 - No.70 of 2002 (RICA).
 - Protection of the Personal Information of Protection Act No. 4 of 2013 (POPIA).
 - Labour Relations Act No. 75 of 1997 (LRA).
 - LRA Code of Good Practice: Prevention and Elimination of Harassment in the workplace
 - LRA Code of Good Practice: Dismissal
- Case law
- Practical examples

Module 3: The balance between freedom of expression and an employer's reputation

- Constitutional rights:
 - Right to privacy.
 - Right to freedom of expression.
 - Right to property.
- The limitation of Constitutional rights: Section 36
- Case law
- Practical examples

Module 4: Legal considerations for monitoring, intercepting and/or processing and employees' social media activities

- Understanding the legal boundaries for employer surveillance of social media.
- Complying with POPIA.
- The importance of a Workplace Surveillance Policy.
- The importance of a POPIA and PAIA manual.

Module 5: Best practices for investigating and disciplining employees for inappropriate social media posts

- Steps to take when a social media incident is reported/noticed.
- Obtaining evidence in a legally sound manner.
- Sanctions short of dismissal.
- Suspending employees suspected of social media misconduct.
- Drafting a disciplinary charge for social media misconduct.
- Application of the Code of Good Practice: Dismissals.

Module 6: Understanding and applying your Social Media Use Policy

- General provisions.
- Customising provisions.
- Consent.
- Alterations.
- Creating awareness.
- Updating & reviewing.



Social Media & Associated Risks in The Workplace

Full Day Course

Workplace policy:

- Social Media Use Policy.

Important:

Please note that this is a general course and is therefore be presented in a manner to make it understandable for all delegates. This is not an advanced legal course.

Purpose of the course:

To provide an overview of acceptable and unacceptable social media use in the workplace, navigating the legal landscape, guiding employees and employers to deal with misconduct, creating comprehensive and up to date workplace policies

Upon completion of the course delegates will be able to:

- Be able to identify social media misconduct in the workplace.
- Have a better understanding of RICA, POPIA and the LRA.
- Be able to create and implement social media use policies in the workplace.
- Be able to guide employees to ethical social media practices.
- Be able to comprehensively deal with social media misconduct.

The course will be useful for:

- Business owners.
- Employees dealing with discipline and managing personnel.
- HR officers.
- Supervisors.
- Stakeholders.
- Legal representatives.
- Shop stewards.

For further information contact:

(012) 661 3208 or (012) 661 1411
or

psenekal@labourguide.co.za or hanlie@labourguide.co.za



The Basic Conditions of Employment Act and Related Workplace Policies

Half Day Course

Module 1: Application of the Act and workplace related policies

- Introduction to the BCEA and its application in the workplace
- Who are excluded from the Act?
- Independent contractors and the test as per sections 83A of the BCEA and 200A of the LRA
- Senior managers – definition explained
- Employees earning above the earnings threshold – earnings threshold explained
- The BCEA and employees not employed permanently (fixed term, project based and temporary contracts)
- The differences between the BCEA and employment conditions under Bargaining Council Main Agreements
- BCEA related policies
 - Must new policies or changes thereto be negotiated
 - More favourable employment conditions
 - Introducing new policies in the workplace

Module 2: Regulation of working time

- Regulation of working time
- Interpretation of day
- Ordinary hours of work
- Daily minimum wage payment (4 hours)
- Overtime
- Compressed working week
- Averaging of hours of work
- Meal intervals
- Daily and weekly rest period
- Pay for work on Sundays
- Night work
 - Transport must be available
 - Must the employer pay for transport?
- Public holidays

Module 3: Leave

- Annual leave
- Sick leave
- Medical certificates – what constitutes a valid medical certificate?
 - Verification – your rights.
 - Traditional Healer issued medical certificates
 - Clinic issued medical certificates
 - Abuse of sick leave
- Application of sick leave to occupational accidents or diseases
- Maternity leave
- Protection of employees before and after birth of a child
 - More favourable maternity leave benefits than BCEA prescribed
 - Inability to work because of pregnancy
 - Pregnancy and job interviews
- Family responsibility leave
- Parental leave



The Basic Conditions of Employment Act and Related Workplace Policies

Half Day Course

Module 4: Particulars of employment and remuneration

- Written particulars of employment – must there be a signed contract in place?
 - Restraints and confidentiality agreements
- Informing employees of their rights – the BCEA poster
- Deductions and other acts concerning remuneration
- Calculation of remuneration and wages
- Notice of termination of employment
 - No-fault dismissals (incapacity / retrenchments) and notice periods
- Payment instead of notice
- Employees in accommodation provided by employers
- Payments on termination
- Severance pay
 - Severance pay disputes vs. fairness of retrenchment disputes
 - Severance pay where there was a break in service
- Certificate of service
- References / employment confirmation – POPIA considerations

Module 5: Monitoring, enforcement and legal proceedings

- Labour Inspector may secure an undertaking
- Labour Inspector may issue a compliance order
- Limitations
- Compliance order to be made an arbitration award by the CCMA
 - The CCMA processes
- Failure to pay any amount under the BCEA
 - Section 73A arbitrations at the CCMA
 - The effect of a CCMA arbitration award and execution thereof.

Purpose of the course:

To enable attendees to demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997).

Upon completion of the course delegates will be able to:

- Demonstrate an understanding of the purpose and application of the Basic Conditions of Employment.
- Introduce / update workplace related policies aligned to the BCEA.
- Describe the regulation relating to working time and leave as set out in the Basic Conditions.
- Describe the particulars relating to employment, remuneration and termination of employment.
- Demonstrate an understanding of the monitoring, enforcement and legal proceedings as set out.

The course will be useful for:

- Managers
- Supervisors
- Trade union representatives ("Shop Stewards")
- Business owners
- HR officers

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



The Formulation of Disciplinary Charges

Half Day Course

Module 1: Introduction

Module 2: The basics

- The charges: form and language
- The charges: sufficient information
- The charges: no splitting or duplication
- The charges: double jeopardy
- The charges: misconduct outside the workplace
- The charges: group misconduct / derivative misconduct

Module 3: The formulation of specific charges

- Absenteeism
- Abuse of leave
- Assault
- Bringing the employer's name into disrepute
- Breach of the trust relationship
- Conflict of interest
- Disclosing confidential information
- Damage to property
- Dishonesty
- Failure to notify employer of reasons for absence
- Forgery / falsification
- Fraud
- Fighting
- Harassment
- Insubordination / Insolence
- Intimidation
- Non-compliance with company policies/procedures/rules/codes
- Negligence / gross negligence
- Participating in an unprotected strike
- Sleeping on duty
- Testing positive / over the limit
- Theft / misappropriation / unauthorised possession
- Under the influence / drunk / intoxicated

Purpose of the course:

Delegates found competent in this unit standard are able to understand the fundamentals of investigating the misconduct and formulating charges based on the outcome of the investigation.

Upon completion of the course delegates will be able to:

- Explain the importance of the correct disciplinary charges.
- Formulate the charges after investigating the allegations.
- Prove the charges with the evidence gathered during the investigation.

The course will be useful for:

- HR managers
- Line managers
- Supervisors and other employees involved with discipline in the workplace
- Union representatives



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Module 1: Introduction

Module 2: The Code of Good Practice

Module 3: Fair procedure prior to disciplinary hearing

- Introduction
- Procedural rights
- Procedural fairness

Module 4: The role players in the disciplinary process

- Who does what?
- The appointment of the investigator

Module 5: Identify and investigate the misconduct

- Absence without leave or permission
- Failure to inform the employer of the reasons for absence
- Abusive language and racist remarks
- Assault
- Competing with the employer / conflict of interest
- Damage to property
- Negligence
- Disclosing confidential information
- Dishonesty
- Alcohol or drug abuse / drinking on duty
- Falsification of records
- Fraud
- Bringing the employer's name into disrepute
- Insubordination / insolence
- Refusal to work overtime
- Sexual harassment
- Sleeping on duty
- Theft/unauthorised possession

Module 6: The investigation

- Introduction: substantive fairness
- Guidelines in cases of dismissal for misconduct: Item 7 of the Code

Module 7: Witness statements

- How to take down statements?
- Be concise
- Objectivity
- Comprehensibility
- Honesty
- Statements made voluntarily
- Language
- Sworn statements or statements taken under oath
- The form of the statement



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Module 8: Finalising the investigation and charging the employee

- Deciding on the charges
- How to draw up a charge sheet for misconduct
- When to hold a formal disciplinary hearing?
- When to hold an informal hearing?
- Suspension of the employee
- Informing the employee of the charges

Module 9: Preparing for the disciplinary hearing

- Final preparation
- Do's and don'ts for initiators
- Must the police be involved?

Module 10: The disciplinary hearing

- Leading and testing evidence and versions
- The opening statement
- Evidence in chief
- Cross-examination
- Re-examination
- Written statements

Module 11: Evaluating evidence

- Introduction
- Evidentiary burden
- Sources of evidence, different types of evidence and its admissibility during arbitrations

Module 12: Finalising the disciplinary hearing

- The reconvening of the hearing
- Sanctions available
- Counselling, training and verbal warnings
- Written warnings
- The final written warning
- Temporary suspension of employment
- Dismissal for misconduct
- Requirements for proving the procedural fairness of a dismissal

Module 13: Misconduct incident investigation diary

Module 14: Disciplinary code

Module 15: Notice of enquiry

Purpose of the course:

Delegates found competent in this unit standard are able to understand the fundamentals of initiating a hearing and preparing and presenting the company's case.



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Upon completion of the course delegates will be able to:

- conduct an investigation
- identify the misconduct
- prepare and formulate the charges for a disciplinary hearing
- represent the company at a disciplinary hearing.

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors
- union representatives, individuals that act as initiators in disciplinary hearings, labour consultants and labour law practitioners.

For further information contact:

(012) 661 3208 / (012) 661 1411
or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



The Labour Court Review Application Process Simplified

Presented by Henk Wissing Attorneys

1 Day Course

Module 1

- 1.1 The differences between a rescission application and a review application
- 1.2 The legal standing of an arbitration award
 - Compensation awarded
 - Reinstatement awarded
- 1.3 Review of arbitration awards and rulings
 - Section 145 of the LRA review
 - Section 158 of the LRA review
 - Section 158(1)(B) of the LRA Interim Rulings (before arbitration is completed)

Module 2

- 2.1 Notice of Motion explained
 - Review the award
 - Substitute the award
 - Founding affidavit / initial grounds for review application
- 2.2 The review test
 - Is the award reasonable
 - In jurisdictional Reviews the "correctness" test is used
- 2.3 Reviewable irregularities
 - 2.3.1 Gross irregularity by commissioner:
 - 2.3.2 Misconduct by commissioner:
 - 2.3.3 Excess of powers (correctness review):
 - 2.3.4 Award Improperly obtained:
- 2.4 How to "stay" execution of an arbitration award pending review
 - 2.4.1 Security
 - 2.4.2 Form of Security:

Module 3

- 3.1 Process and timeline for filing all relevant documents
- 3.2.1 Labour Court Practice Manual – important timelines

About the presenter:

Henk Wissing is an attorney with 24 years of experience specializing in labour law, regularly appearing in the Labour Court obo National and International Companies.

Purpose of the course:

This course will provide step-by-step guidance on when and how to initiate review proceedings at the Labour Court, demystifying the process.

Upon completion of the course, delegates will:

- Understand under which circumstances an arbitration award or ruling made at the CCMA or a Bargaining Council may be referred to the Labour Court to be reviewed.
- Understand the various steps and timelines as outlined in the Rules of the Labour Court and the Labour Court Practice Manual.



The Labour Court Review Application Process Simplified

Presented by Henk Wissing Attorneys

1 Day Course

The course will be useful for:

- HR and IR Officials
- Employers' Organization Officials and Office Bearers
- Trade Union Officials and Office Bearers
- Labour consultants/practitioners
- Legal Practitioners considering expanding their practices to include dealing with Review Applications

For further information contact:

(012) 661 3208 / (012) 661 1411
or
psenekal@labourguide.co.za / hanlie@labourguide.co.za



The NBCRFLI Main Collective Agreement – Driving Compliance

Half Day Course

In today's road freight and logistics industry, understanding and complying with the Main Collective Agreement is not optional; it's essential. This training course is designed to equip employers, managers, and HR professionals with the practical knowledge and confidence to navigate the NBCRFLI's complex rules and regulations.

Through a clear, interactive breakdown of employment conditions, leave benefits, wages, allowances, termination procedures, and employer obligations, attendees will gain the tools they need to ensure full legal compliance, avoid costly penalties, and build stronger, more resilient workplaces.

Attendees can expect compliance checklists and actionable insights that will help you drive your operations forward while staying firmly on the right side of the road.

Module 1: Introduction to the NBCRFLI and the Main Collective Agreement

- Purpose and structure of the Main Agreement
- Scope of application: Who must comply?
- Key parties and stakeholders
- How the Agreement interacts with the Labour Relations Act

Module 2: Conditions of Employment

- Ordinary working hours and overtime rules
- Compressed working weeks and averaging of hours
- Night work, Sunday work, and Public Holidays
- Emergency services and exceptions

Module 3: Leave Entitlements

- Annual leave, sick leave, and family responsibility leave
- Maternity leave provisions
- Study leave rules and practical application
- Impact of occupational injuries on leave

Module 4: Benefit Funds

- Overview of the Leave Pay Fund, Holiday Pay Bonus Fund, and Sick and Absence Fund
- Employer contributions and compliance requirements
- Administration and claims processes
- Understanding employee entitlements

Module 5: Wages, Allowances, and Deductions

- Minimum wage structures (Schedule 5 overview)
- Subsistence allowance and Cross-Border allowance
- Permissible and prohibited deductions
- Incentive work arrangements

Module 6: Termination of Employment

- Notice periods and payment in lieu of notice
- Severance pay and accrued leave payments
- Retrenchment procedures under the Agreement
- Documentation on termination (compliance checklist)

Module 7: Employer Obligations and Administration

- Registration requirements with the Bargaining Council
- Record-keeping: Registers, Daily Logbooks, and Monthly Returns
- Uniforms and protective clothing obligations
- Subcontracting rules and implications



The NBCRFLI Main Collective Agreement – Driving Compliance

Half Day Course

Module 8: Dispute Resolution and Enforcement

- Bargaining Council's role in dispute resolution
- Compliance inspections and penalties
- Enforcement provisions of the Agreement
- How to handle exemptions

Module 9: Special Categories and Sector-Specific Provisions

- Drivers and Hazchem employees
- Cash-in-Transit sector provisions
- Part-time, relief, and seasonal employees
- Temporary Employment Services (TES) regulations

Purpose of the course:

The purpose of this course is to provide employers, managers, and HR professionals in the road freight and logistics industry with a comprehensive understanding of the Main Collective Agreement under the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI). The training aims to ensure full legal compliance, reduce the risk of penalties, and enhance operational efficiency through a detailed exploration of employment conditions, employee benefits, and employer obligations.

Upon completion of the course delegates will be able to:

- Confidently interpret and apply the NBCRFLI Main Collective Agreement in their workplace.
- Ensure compliance with legal requirements regarding employment conditions, leave, wages, benefits, and termination.
- Identify and implement best practices to avoid costly legal penalties.
- Use compliance checklists and tools to streamline HR and administrative processes.
- Navigate sector-specific rules, including those for drivers, Hazchem handlers, and temporary employees.
- Respond effectively to compliance inspections and disputes.

The course will be useful for:

- Fleet operators and logistics company owners
- HR professionals and payroll administrators in the transport sector
- Operations and compliance managers
- Labour consultants working with road freight businesses
- Anyone responsible for employment contracts, benefits, or compliance with NBCRFLI regulations

For further information contact:

(012) 661 3208 or (012) 661 1411
or

psenekal@labourguide.co.za or hanlie@labourguide.co.za



Trade Unions in the Workplace

Half Day Course

Module 1: Trade Unions in South Africa background

Module 2: Organizational rights for Trade Unions in terms of the LRA

- The Registered Trade Union
- Organizational Rights as per chapter 3 of the LRA
- The difference between Organizational Rights and collective bargaining
- Sufficient representation
- Majority representation
 - The Trade Union Representative (the "shop steward")
 - The duties of the Shop Steward
 - Right to perform certain functions
 - Reasonable paid time off work
 - Disciplinary action against a Shop Steward

Module 3 – Recognition of a Trade Union

- Procedure that the Trade Union must follow to be recognized
- The Recognition Agreement
- Disputes about Organizational Rights
- Agency Shop Agreements
- Closed Shop Agreements

Module 4 – Strikes

- Definition of a strike
- Protected strike
- Secret ballot
- Payment of wages or salaries during a strike
- Replacement or "scab" labour
- Which workers of an employer may go on strike?
- Workers that cannot strike
- The termination of the strike
- The rights of workers and the union during a protected strike (section 187)
- Limitations on the right to strike or recourse to lock out
- Matters about which employees may strike
- What options does the Trade Union have – unilateral changes to employment conditions?
- Pickets during an unprotected strike
- Getting an interdict for the unprotected strike
- Pickets
- Code of Good Practice Collective Bargaining Industrial Action & Picketing

Module 5 – Documents for reference

- Guide for Registrar to determine whether a Trade Union should be registered
- Picketing regulations.
- Code of Good Practice Collective Bargaining, Industrial Action and Picketing
- Guidelines – Secret Ballot before a strike or lockout



Trade Unions in the Workplace

Half Day Course

Purpose of the course:

To enable attendees to effectively manage relations with Trade Unions exercising workplace rights as provided for in the Labour Relations Act.

Upon completion of the course delegates will be able to:

Demonstrate an understanding of:

- Organizational Rights for registered Trade Unions.
- The differences between Organizational Rights and collective bargaining.
- The differences between protected and unprotected industrial action and how to manage industrial action.
- The role of Shop Stewards and the rights of the employer.

The course will be useful for:

- HR / IR Practitioners.
- Owners of businesses
- Supervisors
- Trade union representatives ("Shop Stewards")

For further information contact:

(012) 661 3208 / (012) 661 1411

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psenekal@labourguide.co.za / hanlie@labourguide.co.za

Understanding AARTO – The impact on your business and employees

Half Day Course

The Administrative Adjudication of Road Traffic Offences (AARTO) Act represents a significant shift in how road traffic violations are enforced in South Africa. With the first phase of AARTO's national rollout set to begin on **1 December 2025**, following its promulgation by President Cyril Ramaphosa, South Africa is taking its initial steps toward overhauling road traffic enforcement; it is crucial for businesses, operators, fleet managers, HR professionals, and individual drivers to understand their rights, responsibilities, and the practical implications of AARTO.

This course provides a comprehensive, module-based breakdown of the AARTO process, from the issuing of infringement notices to the enforcement of demerit points and the potential suspension or cancellation of licences. It is designed to equip attendees with practical tools and legal knowledge to navigate this system confidently and compliantly. **Included in the course material is a generic AARTO workplace policy with supporting templates that can be introduced in any workplace.**

Module 1: What is AARTO?

Module 2: How does it work?

- The Infringement Notice
 - How can infringements (fines) be served
 - The timeframe
 - How to nominate the driver
 - How to pay the discounted fine
 - Representations to the RTIA
 - The Appeals Tribunal
- The courtesy letter
- The enforcement order
- Fees

Module 3: Demerit points

- How many demerit points before licence is suspended?
- Operators
- Demerit points – exclusions
- What happens if licence is suspended
- What happens if licence is cancelled
- How to get a licence back
- Traffic charges (fines and demerit points)

Module 4: AARTO and your business

- AARTO and your employees
- Record keeping
- Verification of demerit points for your drivers
- Your policies (**generic policy included**)
 - How to implement new policies
 - Disciplinary measures against the employee
 - How to deal with incapacity (licences suspended)

Upon completion of the course delegates will be able to:

- **The AARTO system:** What it is, how it differs from current enforcement methods, and why it matters.
- **Infringement notices:** How fines are served, timelines involved, and the legal options available (nomination of driver, payment, representation, appeals).
- **Administrative processes:** Courtesy letters, enforcement orders, and the related fee structures.
- **Demerit points:** How points are allocated, thresholds for suspension or cancellation, and how to regain your licence.
- **Practical business application:** Managing employee compliance, record-keeping obligations, verifying demerit statuses, and implementing or updating internal policies—including disciplinary and incapacity procedures.



Understanding AARTO – The impact on your business and employees

Half Day Course

The course will be useful for:

- **Fleet operators and logistics managers** who need to track and manage drivers' demerit statuses and ensure compliance.
- **HR professionals and employers** responsible for policy implementation and employee conduct.
- **Business owners** whose operations involve company or pool vehicles.
- **Drivers and vehicle operators** seeking to understand how infringements affect their licences and legal standing.
- **Legal and compliance officers** needing to stay informed of enforcement mechanisms and procedures.

For further information contact:

(012) 661 3208 or (012) 661 1411
or

psenekal@labourguide.co.za or hanlie@labourguide.co.za



Workplace Discipline and Dismissal

1 Day Course

Module 1: Introduction

Module 2: Understanding discipline

- The disciplinary code
- Warnings: verbal, written and final written warnings
- Corrective/progressive discipline
- Maintain acceptable conduct in the workplace
- Employee behaviour
- Serious offences
- Senior management
- When to use formal and informal discipline
- When to hold a formal disciplinary hearing
- Consistency
- Probation
- Grievance procedures
- Suspension
- Demotion as an alternative to dismissal
- Procedural and substantive fairness

Module 3: Fair reasons for dismissal

- Dismissals for misconduct
- Incapacity/poor performance
- Retrenchments

Module 4: Drafting/formulation of charges

- Deciding on the charges
- How to charge an employee
- Alternative charges
- The charges and the disciplinary code
- Avoid the splitting of charges

Module 5: How to investigate misconduct

- Where to start
- What must the investigator look for?
- Examples of transgressions
- The sources of evidence and witness statements

Module 6: Dismissal for misconduct

- Has a rule or standard been broken, or a policy or procedure or the employment contract been breached?
- Was the rule or standard reasonable, lawful and attainable?
- Was the employer's expectation of compliance with the breached rule or standard a fair and reasonable expectation?
- Was the accused employee aware of the rule or standard or could he/she reasonably be expected to have been aware of it?
- Did the accused employee understand the requirements of the rule or standard?
- Has the rule or standard has been consistently applied by the employer?



Workplace Discipline and Dismissal

1 Day Course

Module 7: Initiate/charging the employee

- Preparing for the disciplinary hearing
- Do's and don'ts for initiators

Module 8: The disciplinary hearing

Purpose of the course:

Learners found competent in this unit standard are able to better understand the principles and techniques necessary in preparing for a disciplinary hearing.

Upon completion of the course delegates will be able to:

- conduct an investigation
- identify and categorise transgressions
- implement the appropriate procedures
- represent the company or an employee at a disciplinary hearing.

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors
- union representatives, individuals that act as initiators in disciplinary hearings, labour consultants and labour law practitioners.

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



Employment Equity Committee

1 Day Course

Module 1: Overview of the Employment Equity Act

- Understanding the Employment Equity Act
- Definitions, purpose, interpretation and application of the Employment Equity Act

Module 2: Understanding discrimination

- The prohibition of unfair discrimination
- Differentiation / discrimination
- Unfair / fair discrimination
- Direct and indirect discrimination
- Discrimination "based on" one or more prohibited grounds
- Grounds of discrimination
- Jurisdiction of the CCMA
- Employment applicants, job analysis and inherent requirements of the job
- Discrimination in employment policies and practices
- Medical testing
- Psychometric testing

Module 3: Employment Equity and Affirmative Action

- Understanding affirmative action
- The equality test: section 9(2) of the Constitution
- The duties of designated employers and voluntary compliance
- The requirements of disclosure of information
- Employment Equity Plans: duty to inform and the requirements for keeping records

Module 4: The Employment Equity Committee: roles and functions

- Consultation
- Qualitative analysis: identification of EE Barriers
- Quantitative analysis: snapshot of the workforce profile
- Benchmarking best practices
- Monitoring
- Frequency and content of committee meetings

Module 5: The Employment Equity Amendment

Module 6: Analysis (determination of underrepresentation)

Purpose of the course:

Learners found competent in this unit standard will be able to explain the basic principles of the Employment Equity Act and the consequences of non-compliance.

Upon completion of the course delegates will be able to:

- see employment equity as a positive development for an organisation
- recognise that employment equity can favourably influence the business strategy
- discuss the EEA in terms of the history of the country



Employment Equity Committee

1 Day Course

The course will be useful for:

- Employment equity managers, HR managers / practitioners, union officials / representatives.
- Members of employment equity committees, workplace forums and any person involved in the compilation of employment equity plans for the business.

For further information contact:

(012) 661 3208 / (012) 661 1411

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Employment Equity Reporting – Encompassing the New Amendments and Regulations Course

Full Day Course

This course highlights the recent amendments and newly published regulations of the Employment Equity Act, providing guidance on updating your employment equity plan and preparing your report for 2025/26 in alignment with the new requirements.

Module 1: Introduction and Purpose of EEA

- A brief outline of the purpose of the EEA and why implementation matters
- Brief background to the amendments, promulgation and why they were introduced

Module 2: "New" amendments

- Traverse all amendments
- Identify changes who is and isn't a designated employer: Amended definition & new regulation on duties of designated Employer
- Deregistering if you are no longer designated
- Doing business with government: new requirements for compliance certificate

Module 3: Brief look at Economic Sectors and regulations (published on 15 April 2025) and revised sectoral targets (New EEA 17)

- Revised targets for each economic sector: Comparisons and discussion of some sectors
- What are the criteria now for setting numerical targets
- How will the sectoral targets work for you?
- Considering your sector and which sector you belong to

Module 4: Review of new and updated regulations (published 15 April 2025) and new forms EEA 15, EEA16 A, B, C and D

- Equal pay for work of Equal Value
- Enforcement mechanisms: Practical implementation
- Compliance certificate for designated and non-designated employers

Module 5: Preparing your plan and reporting documents for next five years

- Process used for setting sectoral targets with practical exercises on calculating goals and targets
- New or revised plans, way forward and clarification of reporting periods
- Discuss any changes to the reporting forms by looking at the forms?
- What you should and shouldn't include in EEA2
- Timing how to develop EEA2
- Background on why we have EEA4
- Treatment of data on the EEA 4
- Guidance on completing EEA4

Module 6: Why EEA 12 and 13 are key to EEA2 success and achieving your five year plan

- The two EEA form's role and links to the EEA
- What needs to be done to complete these forms
- What new regulations stipulate re EEA 12 and 13: Changes to forms
- Benefits of completing the forms towards achieving your plan
- Discuss criteria set for justifiable reasons for not meeting AA criteria
- Importance when inspectors arrive

Module 7: Reporting for 2025

- When and how to report in 2025/2026 reporting year
- Do you review your transformation /EE Strategy in your business, creating a new five-year plan.
- Timelines for reporting and preparing.
- What do you do with existing plan?
- Do you start from scratch?



Employment Equity Reporting – Encompassing the New Amendments and Regulations Course

Full Day Course

Purpose of the course:

This course is designed to provide practical guidance on completing the forms associated with the Employment Equity Act, highlighting any changes required due to recent amendments and newly published regulations. It covers all recent amendments and provides guidance on updating your Employment Equity Plan accordingly, as well as instructions on how to report for the 2025/26 reporting cycle.

The course will be useful for:

HR managers
Employment Equity managers
Diversity managers
Skills Development Managers
Line Managers
Union representatives
Employment Equity, Skills Development or Diversity committee members

For further information contact:

012 666 8284
or
deidre@labourguide.co.za



The Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace

Half Day Course

Module 1: Introduction

- Objectives of the Code
- Application of the Code
- Legal framework

Module 2: Substantive issues

- What is harassment?
- Sexual harassment
- Racial, ethnic or social origin harassment
- Other statutes impacting on harassment

Module 3: Procedural issues

- Guiding principles on the prevention, elimination and management of harassment
- Harassment policies
- Procedures
- Confidentiality
- Additional sick leave
- Information and education.

Purpose of the course:

The Code introduces principles on the prevention and elimination of harassment in the workplace. It further outlines the consequences for both employers and employees for non-compliance with the Code.

Upon completion of the course delegates will be able to:

- formulate and apply workplace policies that:
- define workplace harassment as a form of unfair discrimination
- outline unacceptable behaviour and its consequences
- explain methods by which harassment can be reported.

The course will be useful for:

- Business owners, HR managers/practitioners, line managers, supervisors and union officials.
- Employment equity managers, members of employment equity committees, workplace forums and any person involved with discipline in the workplace.

For further information contact:

(012) 661 3208 / (012) 661 1411

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Conflict Management and Resolution

1 Day Course

Module 1: The fundamentals of conflict management

- Differentiating between functional and dysfunctional conflict
- Identifying the causes/sources of conflict
- Indicators/warning signs of conflict
- Levels of conflict

Module 2: Manager responsibilities

- Conflict manager
- Coach
- Liaison (with external constituencies)
- Trouble-shooter

Module 3: Conflict resolution styles

- Defining conflict management styles
- Discovering your conflict management/resolution style
- Transactional Analysis (TA) – Applying the PAC model

Module 4: The 4-step conflict resolution process

- Identify sources of potential and actual conflict
- Develop conflict resolution strategies/techniques
- Apply conflict resolution strategies/techniques
- Control and review the effectiveness of the conflict resolution strategy/technique

Module 5: Pro-actively minimizing personal conflict

- Referring conflict situations to the appropriate staff
- Informing
- Consulting team members and creating opportunities to regularly engage on work matters

Module 6: Conflict management guiding principles

- Conflict resolution tips and techniques
- Dealing with Anger
- The five competencies of emotional intelligence

Article : Conducting a critical conversation

Roleplay: "The ugly orange"

Purpose of the course:

This training programme is an intermediate-advanced level (NQF level 5-6) conflict management and resolution skills development offering. The programme effectively blends the theory and practice of conflict and related management and resolution with practical application tools and techniques. At the conclusion of this programme, learners will be capacitated to effectively manage and resolve interpersonal conflict.



Conflict Management and Resolution

1 Day Course

The learner is capable of:

On completion of this course, the learner will be capable of:

- Applying Emotional Intelligence (EQ) principles to regulate/control anger
- Describing the 4-step conflict resolution process
 - Identify sources of potential and actual conflict
 - Developing conflict resolution strategies/techniques
 - Applying conflict resolution strategies/techniques and determining the appropriateness of each style
 - Controlling and reviewing the effectiveness of the conflict resolution strategy/technique
- Proactively minimizing interpersonal conflict
- Listing the guiding principles of conflict management
- Managing anger and dealing with difficult people and situations

The programme will be useful for:

- Business owners, HR managers/practitioners, line managers, supervisors and union officials.
- Employment Equity managers, Members of Employment Equity committees, Workplace Forums and any person involved with discipline in the workplace.

For further information contact:

(012) 661 3208 / (012) 661 1411

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Introduction to Mediation

1 Day course

Module 1: Dispute Resolution Processes

- What is ADR?
- Mediation vs Conciliation
- Benefits of Mediation
- Mediation within the South African Context

Module 2: Tenets of Mediation

- Voluntary
- Confidential
- Fair Process
- Impartiality
- Without Prejudice
- Decision-Making
- Empowering the Parties

Module 3: The Mediator

- Mediation Styles
- Choosing A Mediator
- Conflict of Interest
- Role/Function/Duties of the Mediator
- Expected Skills of the Mediator

Module 4: Mediation Process

- Stages of the Mediation Process
- Interest Based Negotiation
- Individual and Joint Mediation Sessions
- Online Mediation
- Agreement to Mediate
- Mediation Intake and Pre-Mediation Meeting
- Possible Outcomes of Mediation

Module 5: Role of Representatives within Mediation

- Why Choose Mediation First?
- Preparing Parties for the Mediation Process
- Assisting Parties to Prepare Opening Statements
- Being An Effective Negotiation Strategist Remotely

Purpose of the course:

This one-day workshop will provide foundational overview of the mediation process and its key role-players. It will give delegates an understanding of their involvement of the process and how to prepare adequately for a constructive process.

This one-day workshop does not qualify anyone attending as a mediator. This workshop will provide insight into the structured approach the mediation process follows and how to meet expectations so that realistic outcomes are possible for disputants. It will include interactive activities that place the delegates within the process of a mediation as a mediator and as a disputant.



Introduction to Mediation

1 Day course

Upon completion of the course delegates will be able to:

- Demonstrate an understanding of the principles of mediation
- Choose competent mediators
- Formulate their own checklists for preparation of a mediation process
- Understand the stages of a flexible mediation process
- Assist parties prepare opening statement for mediation
- Understand the preparation required for negotiation within a mediation
- Explain the benefits of mediation to parties prior to commencement of other dispute resolution processes

This course will be useful for:

- Managers
- Supervisors
- Business owners
- HR officers
- Legal Representatives
- Aspiring Mediators
- Trade Union Representatives

For further information contact:

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Negotiation Skills

1 Day course

Module 1: Defining the fundamental concepts

Module 2: Characteristics of effective negotiators and key skills for success

Module 3: Identifying and defining your negotiating style

- Competing
- Collaborating
- Compromising
- Accommodating
- Avoiding

Module 4: Types of Negotiation

- Integrative/Distributive
- Inductive/Deductive/Mixed
- Soft/Hard/Principled
- Alternative Dispute Resolution
- Non-Negotiable Positions/Options

Module 5: Step 1 of the negotiation process: Preparation

- Establish rules that lead to effective negotiation
- Effectively prepare the research that is required to negotiate
- Set limits
- WAP
- BATNA
- ZOPA

Module 6: Step 2 of the negotiation process: Exchanging information

- What information is held in common to both negotiating parties?
- What information you will disclose?
- What information you would prefer the other negotiating party to disclose?

Module 7: Step 3 of the negotiation process: Bargaining

- Maintain composure when things get heated
- Collaborate and foster cooperation
- Remain focused
- Keep an open mind
- Decide what kind of relationship we wish to foster
- Use additional resources and expertise

Module 8: Step 4 of the negotiation process: Commitment and Closing

- Developing a sustainable agreement
- Incorporate everyone's perspective
- Gain consensus

Module 9: Managing and balancing key negotiation concepts

- Conflict
- Persuasion



Negotiation Skills

1 Day course

Module 10: Integrated role play activity

Purpose of the course:

This course effectively blends the theory and practice of negotiation with practical application tools and techniques.

On completion of the course delegates will be able to:

Effectively negotiate win-win agreements within their respective workplaces.

The course will be useful for:

- Managers
- Supervisors
- Trade union representatives ("Shop Stewards")
- Business owners
- HR officers
- Any person tasked with negotiation

For further information contact:

(012) 661 3208 / (012) 661 1411
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Human Resources Management (HRM) Metrics and HRM Scorecards

2 Day Course

Module 1: Introduction to and the evolution of HRM metrics and analytics

Module 2: Defining the fundamental HRM Metrics and -Analytics concepts

Module 3: Building a business case for HRM Metrics and Analytics and understanding the strategic and business imperative of HRM metrics

Module 4: Diagnosing and gap analysis of High Performing Organization (HIPO) culture and Performance Management System (PMS)

Module 5: Diagnosing and gap analysis of current HRM Metrics practices

Module 6: Defining the scope of HRM metrics (throughout the HRM value chain)

Module 7: Reading article: Here's what HRM must do to have the impact that CEO's want (Sullivan)

Module 8: Applying Step 1 of the HRM Metrics process: Identify where HRM can make a strategic impact in the organization (EXPLORATION)

Module 9: Applying Step 2 of the HRM Metrics process: Develop appropriate metrics around these areas (EXAMINATION)

Module 10: Applying Step 3 of the HRM Metrics process: Obtain data relating to relevant metrics (EXTRACTION)

Module 11: Applying Step 4 of the HRM Metrics process: Draw out insight from the data (EVALUATION)

Module 12: Applying Step 5 of the HRM Metrics process: Project and take action to communicate metrics and related insights information to provide a robust basis for strategic change and improvement (EXTRAPOLATION)

Module 13: Case studies

Purpose of the course:

This training programme is an intermediate/advanced level human resources management (HRM) and development (HRD) offering. The programme effectively blends the theory and practice of HRM/D metrics with practical application tools, techniques, process models and frameworks and other ROI performance metrics and Scorecards.

On completion of this course, the learner is able to:

At the conclusion of this programme, learners will be capacitated to master the various HRM/D metrics processes and tools and to develop a HRM Scorecard to measure, amplify, monetize and showcase the strategic and operational impact and value of the HRM function and -practices.



Human Resources Management (HRM) Metrics and HRM Scorecards

2 Day Course

The programme will be useful for:

HRM Managers/Directors; HR Business Partners; HRM Practitioners/Professionals; Skills Development Facilitators and/or Training/HRD managers and other managers vested with the responsibility of talent/people management and development.

For further information contact:

(012) 661 3208 / (012) 661 1411
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psenekal@labourguide.co.za / hanlie@labourguide.co.za



Interpersonal Communication Skills for Managers and Supervisors

1 Day Course

This training programme effectively blends the theory and practice of interpersonal communication skills with practical application tools and techniques.

At the conclusion of this programme, learners will be capacitated to communicate effectively at an interpersonal level, thereby enhancing their relationship capital and employee engagement.

Defining effective interpersonal communication

Module 1: Identify the key components of the interpersonal communication process/model

- Sender
- Message (encoded)
- Medium/channel
- Receiver
- Message (decoded)
- Feedback
- Noise (internal and external sources)

Module 2: Evaluating personal interpersonal communication skills and style

- Understanding the characteristics and skills of an effective communicator
- Effective informing skills
- Effective listening skills

Module 3: Identifying and improving Barriers to Communication

- Intrapersonal
- Interpersonal
- Structural
- Physical/environmental/technological

Module 4: Interpersonal communication style

- Director
- Socializer
- Thinker
- Relator

Module 5: Mastering non-verbal communication skills

- Defining NVC
- The components of NVC
- The value and significance of NVC
- Reading and relating to NVC signals cues thereby improving NVC competence

Module 6: Relationship building skills

- Open and trusting communication
- Building rapport
- Creating mutually beneficial (win-win relations)
- Johari Window
- Building trust and credibility

Module 7: Emotional Intelligence

- Self-awareness
- Self-regulation
- Self-motivation
- Empathy
- Social Skills



Interpersonal Communication Skills for Managers and Supervisors

1 Day Course

Module 8: Employee Engagement strategies

- Creating, cultivating and nurturing a culture of brand ambassadors

The course will be useful for:

- Managers
- Supervisors

About the presenter:



Dr Charles is an independent global Blended Learning Practitioner and Learning & Development (L&D) Strategist, specializing in management training, with over 22 years' industry experience in global talent development. He is widely regarded as a subject matter expert in the field of strategic HR management and L&D.

Since 2004 he has offered training programmes and L&D management consultation services in a vast array of disciplines ranging from management; (strategic) HRM; (strategic) L&D; business communication to soft skills for over 190 companies in multiple industries, in both the public and private sectors, in 42 different countries.

Charles has a PhD degree (Business Management). Previously, he completed Master of Business Administration (MBA) (cum laude), B.A Honours degree (cum laude) in HRD & B.A (Communication) degrees. He is a published, feature article writer in international HRM publications and a noted business speaker at both continental & international conferences.

For further information contact:

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Job Profiling & Job Evaluation Done Right – a Practical Approach

1 Day Course

Module 1: Essentials of Job Profiling

- Understanding related terminology.
- Does a job profile still serve a purpose in a new world of work?
- The use of a Job Profile in other HR processes and activities.
- The structure of a job profile.
- How does the job profile differ from a performance contract?
- The elements of a job profile

Module 2: Action Learning – Writing a Job Profile

- Process
- Adding business value
- Sources of information
- Asking critical questions
- Approval and record keeping
- Regular review and updates

Module 3: Essentials of Job Evaluation

- What is job evaluation?
- Understanding related terminology.
- Job evaluation and other HR processes and activities.
- Principles and guidelines of job evaluation
- Governance
- Job evaluation methodologies

Module 4: Diving Deep: The Paterson Methodology

- Understanding the Paterson Methodology

Module 5: Action Learning – Evaluating using the Paterson Methodology

- Step-by-step application

Module 6: Emerging Trends in Job Profiling and Job Evaluation



Job Profiling & Job Evaluation Done Right – a Practical Approach

1 Day Course

Purpose of the course:

To equip attendees with the essentials of job profiling and job evaluation, blending theoretical insights with hands-on exercises.

Course outcomes:

- **Proficiency in Terminology**
Participants will develop a solid understanding and command over job profiling and job evaluation terminology.
- **Understanding the Modern Relevance**
Gain insights into the importance and relevance of job profiles in today's rapidly evolving workforce and business landscape.
- **Integrated HR Knowledge**
Recognize how job profiling and job evaluation fit into wider HR processes
- **Strategic Information Gathering**
Understand how to source relevant information, ask the right questions, and ensure business value addition during the job profiling process.
- **Hands-on Profiling Skills**
Equip participants with practical skills to construct effective, comprehensive, and relevant job profiles.
- **Application of JE Principles**
Grasp the foundational principles, guidelines, and governance structures around job evaluation.
- **Specialized Methodological Knowledge**
Develop an understanding of the Paterson Methodology, its significance, and its step-by-step application.
- **Practical JE Skills**
Acquire hands-on experience in evaluating jobs using the Paterson methodology.
- **Peer Learning and Feedback**
Engage in action learning sessions, working on real-world scenarios, and benefit from group discussions and feedback.
- **Improved Decision-Making**
Empower participants to make informed decisions in their organizations regarding job roles, and evaluations.

The course will be useful for:

- Job Evaluation Committee members
- HR Practitioners / Consultants
- Organizational design and Remuneration professionals
- Supervisors / Line Managers
- Shop stewards

For further information contact:

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Management and Leadership Skills

3 Day Course

Day 1: Introduction to management principles and practice

Module 1: Unique challenges of the technical work environment – applying the Systems-thinking view of management

Module 2: Applying the three (3) managerial roles

- Informational
- Interpersonal
- Decision-making

Module 3: Applying the three (3) managerial skills

- Technical
- Interpersonal
- Conceptual

Module 4: Applying the four (4) management functions

- Planning
- Organising
- Leading
- Controlling

Module 5: Improving team productivity

- Systems
- Work methods
- Work lay-out
- Job design
- Work processes
- Resource management

Module 6: Applying the delegation process as a supervisor

Module 7: Effectively managing resources

- Human
- Financial
- Materials and consumables
- Informational
- Technological
- Vehicles, machinery and equipment (VEM)

Module 8: Applying supervisory decision-making techniques and implementing the problem-solving process



Management and Leadership Skills

3 Day Course

Day 2: Applying leadership best practice

Module 9: People Management and Supervision of a team

- Team dynamics (roles, structures, processes and behaviour)
- Conflict management
- Interpersonal and relationship building skills
- Management of team member conduct and discipline
- Diversity and inclusivity

Module 10: Applying team leadership principles

- Motivation
- Communication
- Empowering, coaching and developing team members

Day 3: Team management and performance management

Module 11: Mastering Individual and Team performance management process

- Planning
- Appraisal
- Feedback
- Development
- Reward

Module 12: Managing and correcting poor performance

- Applying the Performance Matrix
- Applying the Performance Equation

Module 13: Applying the Stakeholder relations process

- Applying the Power-Interest Matrix

Module 14: Employee Engagement Strategies

- Best practice strategies

Purpose of the course:

- The programme effectively blends the theory and practice of team management with practical application tools and techniques.

The course will be useful for:

- Middle and junior managers
- First line supervisors
- Team leaders
- Maintenance and technical managers
- Office managers;
- Professionals who require basic management skills
- Aspirant/potential supervisors and managers



Management and Leadership Skills

3 Day Course

On completion of the course delegates will be able to:

- Learners will be capacitated to plan, organise, lead and control teams towards productivity and performance improvement.

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguid.co.za / hanlie@labourguid.co.za



Strategic Human Resources Management (HRM) and – Business Partnering

3 Day Course

Key Performance Area (KPA) 1: Strategic HRM & HRBP – Principles, Practices and Processes

- Module 1: Defining the fundamental SHRM concepts
- Module 2: Understanding the context and environment and the impact of Covid-19 on HRM in 2020 and projected to the future
- Module 3: Exploring the unique challenges of a virtual/remote working culture
- Module 4: Diagnosis (health check) and gap analysis of current, industry wide Strategic HRM practices
- Module 5: Building a strategic business case for SHRM today and tomorrow (future-proofing)

Key Performance Area (KPA) 2: HRBP, Future Fit Competencies and Transformation to ViSPA

- Module 6: Interrogating the relevance of Ulrich's model of the 4 strategic HRM roles
- Module 7: Defining and implementing the strategic value proposition and contribution of HRBP in 2020 and beyond
- Module 8: Business executives' expectations and priorities of HRBP's
- Module 9: Enablers and critical success factors to transitioning, transforming and re-positioning to a Virtual Strategic Performance Advisor (ViSPA) model
- Module 10: Applying the 5-step ViSPA strategy

Key Performance Area (KPA) 3: HRM Governance – Proactive and Reactive Tools

- Module 11: Applying HRM Risk Management – principles, tools and process
- Module 12: Applying HRM Auditing – tools, process and principles to measure the value and impact of the ViSPA model

Key Performance Area (KPA) 4: Business, Performance and HRM Intelligence

- Module 13: SHRM Performance/Business Intelligence (Metrics and Analytics) – generating real-time predictive analytics and business and performance intelligence
- Module 14: Generating a SHRM Scorecard

Key Performance Area (KPA) 5: Workplace Advocacy

- Module 15: Transitioning from a High Performing Organization (HIPO) to creating a Virtual Performing Organization (VIPO) culture
- Module 16: Employee Engagement and Talent Retention strategies in a post Covid-19 employment era

Key Performance Area (KPA) 6: Integration and Application

- Module 17: Reading article and case study

The course will be useful for:

- HR directors
- Managers and –professionals
- HR business partners
- HR specialists and practitioners
- HRM administrators and –generalists, supervisors and line/senior managers and any staff member tasked with the HRM, people and/or talent management responsibility.



Strategic Human Resources Management (HRM) and – Business Partnering

3 Day Course

Learning outcomes:

- On completion of this online learning programme, learners will have:
- An in-depth understanding of strategic HR management and virtual strategic performance advising; performance/business intelligence; employee engagement and future focused HRM value chain best practice processes and strategies.
- Learners will also master the ability to harness these SHRM processes to optimise their strategic impact and value.

Level of learning programme:

- Advanced

For further information contact:

(012) 661 3208 / (012) 661 1411

or

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Workplace Coaching Skills for Supervisors and Managers

How to effectively coach poor work performers

1 Day course

Following our popular, **Managing Poor Work Performance course**, this training programme aims at providing supervisors and managers the tools to effectively coach employees to reach their full potential in the workplace.

Workplace Coaching Skills is an advanced level skills development offering, targeting junior, middle, senior and executive managers. The programme effectively blends the theory of workplace coaching practices and interventions with practical application tools and techniques.

At the conclusion of this programme, junior, middle/senior managers will be capacitated to offer high impact on-the-job coaching to their employees, as a means of performance improvement and -development.

Course Outline:

Mastering the fundamentals of workplace coaching – best practices, principles and process

Module 1: Defining mentoring and coaching

Module 2: Differentiating between mentoring and coaching and their respective roles – the 9 fundamental differences (Cotter, 2019)

Module 3: Mastering the fundamentals of workplace coaching

Module 4: Defining the profile, characteristics and behaviours of effective coaching

Module 5: Understanding and applying the GROW model of workplace coaching:

- Goals
- Reality
- Options/Obstacles
- Way Forward

Module 6: The critical success factors and fit-for-purpose workplace coaching

Module 7: Applying the 3-phase workplace coaching process in crafting a Coaching Plan:

- Planning and preparation before the coaching session
- During the coaching session
- Follow up after the coaching session

Module 8: Reading article: Critical Conversations

Module 9: Applying the different types of workplace coaching:

- Corrective coaching i.e., Capability-based and conduct-based workplace coaching principles
- Positive/supportive workplace coaching

Module 10: Mastering and applying the performance/skills-based workplace coaching process (Task delegation process)

Module 11: Performance counselling

Module 12: Team-level coaching – Applying the Performance Equation (to compute the Performance Potential Score and Performance Capability Gap Index)

Module 13: Performance Development and Improvement of coaches – Applying the Performance Matrix (Cotter's 4C's):

- Coaching
- Capitalizing
- Counselling
- Career Fluidity/Development

Module 14: Case study: "Management of Poor Performance of an Intern"



Workplace Coaching Skills for Supervisors and Managers

How to effectively coach poor work performers

1 Day course

The course will be useful for:

- Junior
- Middle
- Senior and Executive Managers

For further information contact:

(012) 661 3208 / (012) 661 1411
or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



Skills Development Committee Training Course (2025 Edition)

Empowering Committees to Drive Strategic Skills Transformation

1 Day Course

Module 1: The 2025 Skills Development Landscape

- Legislative foundations: Skills Development Act (SDA), Skills Development Levies Act (SDLA), Employment Equity Act (EEA) (2025 updates)
- Overview of the National Qualifications Framework (NQF)
- Evolution of the QCTO and transition from SETAs
- Emerging trends: Occupational qualifications and digital skills ecosystems

Module 2: Understanding the QCTO System

- QCTO mandates and structural overview
- Occupational Qualifications Sub-Framework (OQSF)
- Revised Occupational Framework for Occupations (OFO) Codes and industry alignment
- Ministerial directives and the phasing out of legacy qualifications

Module 3: Workplace Skills Planning in Action (WSP and ATR)

- Conducting skills audits and identifying gaps
- Steps to compiling compliant Workplace Skills Plans (WSPs)
- Reporting with Annual Training Reports (ATRs)
- Planning aligned with employment equity and transformation targets

Module 4: The Role of the Skills Development Facilitator (SDF)

- Function of the SDF as a strategic enabler
- Support to the SDC and alignment with QCTO and SETA structures
- Data management and SETA/QCTO engagement

Module 5: Skills Development Committee (SDC) Functions and Structures

- Legal requirement and best practice governance
- Developing Terms of Reference and code of conduct
- Equal representation: Management, unions, employees
- Effective meeting protocols and strategic input

Module 6: Strategic Engagement and Consultation

- Elevating committee participation from compliance to strategy
- Inclusive consultation practices
- Stakeholder mapping and communication flow
- SDC input into discretionary grant applications

Module 7: Recognition of Prior Learning (RPL) and Credit Portability

- Understanding RPL in the QCTO landscape
- SAQA guidelines and workplace application
- Benefits for transformation and mobility

Module 8: Funding, Grants and External Partnerships

- Overview of mandatory and discretionary grant streams
- PIVOTAL programs and learnership alignment
- Building partnerships with TVET Colleges and SDPs
- Leveraging SDCs to drive funding success



Skills Development Committee Training Course (2025 Edition)

Empowering Committees to Drive Strategic Skills Transformation

1 Day Course

Module 9: Integrating Skills Development with Organisational Transformation

- Linking WSP/ATR to B-BBEE, EE, and talent strategy
- Collaborating with the Employment Equity Committee
- Using the SDC to shape strategic workforce development

Purpose of this session

This program equips Skills Development Committee (SDC) members with updated knowledge on South Africa's evolving skills legislation, the Quality Council for Trades and Occupations (QCTO) expanded mandate, and modern committee practices. The training focuses on effective governance, compliance, stakeholder engagement, and maximizing funding opportunities within the new landscape.

Upon completion of the course delegates will be able to:

- Understand the strategic role of the SDC in 2025 and beyond.
- Grasp the legislative shifts from Sector Education Authority (SETA) to QCTO and what it means for committee operations.
- Align workplace skills strategies with Employment Equity and B-BBEE requirements.
- Confidently contribute to Workplace Skills Plan (WSP)/Annual Training Report (ATR) submissions and discretionary grant applications.
- Foster a culture of inclusive consultation, accountability, and continuous learning.

The course will be useful for:

- Skills Development Committee Members
- Skills Development Facilitators (SDFs)
- HR Practitioners & Training Managers
- Employment Equity Committee Members
- Union representatives
- Line managers involved in skills planning

For further information contact:

(012) 666 8284
or
deidre@labourguide.co.za



The Compiling of Workplace Skills Plans and Annual Training Reports Course

Skills development has become a strategic priority for enterprises wishing to attain or retain an acceptable B-BBEE level and also meet the requirements of the Skills Development Act. The Workplace Skills Plan (WSP) and the Annual Training Report (ATR) are fundamental to the establishment of a demand-led skills development system which is reactive to the economic and social needs of South Africa.

1 Day Course

Course content

The purpose of workplace skills planning is to outline how organisations will address their training and skills development requirements. WSPs support employers in the recognition and implementation of various skills development programmes such as learnerships and internships to deal with skills gaps within a company.

Module 1: Introduction

- Providing insight to make training more effective
- Ensuring training is focused on the right areas

Module 2: How to compile and execute a proper training needs analysis to submit your annual Workplace Skills Plan

- Compiling and submitting the WSP
- Understand Short and Long-Term Business Goals
- Identify the Desired Performance Outcomes
- Establish and Prioritize a Solution
- Compile the WSP for review

Module 3: How to develop your training plan using different funding models

- Creating a training budget plan
- The National Skills Fund (NSF) – Overview
- Skills Development Levy
- Mandatory grants
- Discretionary Grants

Module 4: Annual Training Report regulations and grant details

- Challenges in workplace skills planning
- The Skills Development Act 97 of 1998
- Skills Development Levy Act 9 of 1999
- Sector Education Training Authorities
- South African Qualifications Authority (SAQA) Act (Act 58 of 1995)
- Quality Council for Trades and Occupations – QCTO

Module 5: Pivotal Training Plans and Pivotal Training Reports

- Plan for Training Evaluation
- Identify Trainable Competencies
- Prioritize Training Needs
- Determine How to Train
- Conduct a Cost Benefit Analysis

Module 6: The role of the Skills Development Facilitator and Skills Committee in the compiling of Workplace Skills Plan plans and the submission of the Annual Training Report

- Registering a Skills Development Facilitator (SDF)
- Setting up a Training Committee
- Skills Auditing



The Compiling of Workplace Skills Plans and Annual Training Reports Course

Skills development has become a strategic priority for enterprises wishing to attain or retain an acceptable B-BBEE level and also meet the requirements of the Skills Development Act. The Workplace Skills Plan (WSP) and the Annual Training Report (ATR) are fundamental to the establishment of a demand-led skills development system which is reactive to the economic and social needs of South Africa.

1 Day Course

Module 7: Creating your own talent pool through training

- Finding the skills gap
- Evaluate Competencies
- Human resource planning
- Determine Performance Gaps
- Job and competence profiling

Module 8: Accredited vs non-accredited training

- Prioritizing training needs
- Streamlining solution development
- Types of Accreditations
- How relevant is accreditation
- Can non accredited courses be claimed back

Module 9: Difference between learnerships, internships, and apprenticeships

- Type of training provided to trainees
- Learnership programs
- What is Internship
- Comparison of Key Differences

Module 10: Understand requirements to claim Skills Development spend

- Making the case for workplace skills planning
- Steps on how to claim

Purpose of the course:

In accordance with the Skills Development Act, all registered employers with an annual payroll exceeding R500 000 are required to pay skills development levies and subsequently submit a Workplace Skills Plan (WSP) and an Annual Training Report (ATR).

These submissions are to be made annually to the relevant Sector Education and Training Authorities (SETA) before the deadline of 30 April each year. For most South African companies, compiling their annual Workplace Skills Plan (WSP) and submitting their Annual Training Report (ATR) is one of the biggest priorities – and often a difficult challenge.

The Workplace Skills Plan (WSP) outlines the existing skills shortage in a company and describes the steps a company will take to address the shortage through various training initiatives. The Annual Training Report (ATR) documents the progress made in implementing the previous year's WSP.

Workplace skills plans (WSP) document skills needs in an organisation and describe the range of skills development interventions that an organisation will use to address these needs. Businesses are required to report against their WSP in an Annual Training Report (ATR) that shows how they have addressed the priority skills defined in their WSP.



The Compiling of Workplace Skills Plans and Annual Training Reports Course

Skills development has become a strategic priority for enterprises wishing to attain or retain an acceptable B-BBEE level and also meet the requirements of the Skills Development Act. The Workplace Skills Plan (WSP) and the Annual Training Report (ATR) are fundamental to the establishment of a demand-led skills development system which is reactive to the economic and social needs of South Africa.

1 Day Course

Benefits of attending the course:

By correctly submitting the WSP and ATR, businesses will benefit in the following ways:

- Qualify to claim back a 'mandatory grant' of 20% of your Skills Development Levy (SDL);
- Maximising points earned under the Skills Development priority element for BEE;
- Highlighting skills gaps in your organisation – the difference between the skills required for a job and the skills employees actually possess;
- Implementing training to minimise these skills gaps; and
- Applying for 'discretionary grant' funding to address 'critical and scarce skill shortages' identified in your industry

The benefits of workforce planning include:

- Having a clear and concise strategic workforce direction for the company.
- Ensure all workforce requirements are directly aligned with the company's business plans.
- Enable the best decisions in terms of how to structure the organization and deployment of the workforce.

The Plan seeks to address any skills gaps identified through:

- Skills audit
- The performance management system
- Succession planning initiatives
- Any new process or technology changes planned for the forthcoming year

The course will be useful for managers at all levels including:

- Skills Development Facilitators (SDFs)
- HR manager and HR department staff
- Members of the Skills Development committee
- Members of the EE committee
- Senior managers and other persons wishing to get a better understanding of skills development
- Union reps

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



Skills Development Legislative Framework Course

Navigating the New Skills Development Landscape in South Africa: A QCTO-Centric Approach

1 Day Course

Module 1: Understanding the 2025 Skills Development Legislative Landscape

- Overview of the Skills Development Act (SDA), Skills Development Levies Act (SDLA), National Qualification Framework (NQF Act)
- Role of Sector Education Authorities (SETAs) up to 2024 and their function under QCTO
- Impact of the Employment Equity Act (EEA) and B-BBEE Codes
- 2025 policy developments
- Skills Development Levies (SDL) usage in QCTO-aligned training
- Key compliance risks for employers

Module 2: From SETAs to QCTO – The Transition Explained

- Rationale for shift to QCTO
- Legacy qualifications phase-out
- QCTO functions: Accreditation, Quality Assurance (QA), External Integrated Summative Assessment (EISA)
- New roles for SETAs, SDFs and training providers
- Deadlines and transition timelines

Module 3: Qualification Structures – Then vs. Now

- Legacy SETA model
- New QCTO structure: Occupational Qualifications Sub-Framework (OQSF)
- Knowledge, Practical and Workplace Modules
- Foundational Learning Competence (FLC)
- EISA assessments and certification

Module 4: Empowering Skills Development Committees (SDC)

- SDC setup and Terms of Reference (TOR)
- Skills audit and WSP compliance
- Discretionary grant applications
- Monitoring and evaluation in the new framework

Module 5: Workplace Skills Plans (WSPs), The Annual Training Reports (ATRs) and PIVOTAL Reporting in a QCTO World

- Differences between WSP, ATR, and PIVOTAL
- Aligning submissions with occupational qualifications
- Common submission errors
- Submission best practices

Module 6: Strategic Planning and Organisational Readiness

- Conducting skills audits and needs assessments
- Linking skills planning to Employment Equity and B-BBEE
- Partnering with QCTO-accredited providers
- Redesigning job profiles for alignment
- Funding and Return on investment (ROI) measurement

Purpose of the course:

To inform, equip, and guide employers, HR professionals, and training providers on the 2025 regulatory shifts within South Africa's skills development framework, focusing on the Quality Council for Trades and Occupations (QCTO), its implications for Workplace Skills Planning, and how to align future training efforts with occupational qualifications.



Skills Development Legislative Framework Course

Navigating the New Skills Development Landscape in South Africa: A QCTO-Centric Approach

1 Day Course

Upon completion of the course delegates will be able to:

- Explain legislative changes up to and beyond June 2025
- Transition from SETA to QCTO qualifications
- Submit WSPs and ATRs aligned to current frameworks
- Conduct strategic audits and redesign job profiles
- Reposition SDCs for strategic impact
- Apply for discretionary grants and maintain SDL compliance

The course will be useful for:

- HR Managers
- Training Managers
- Skills Development Facilitators (SDF)
- SDC Members
- Learning and Development Officers
- ETD Practitioners
- B-BBEE Consultants

For further information contact:

(012) 666 8284

or

deidre@labourguide.co.za



POPIA

Practical Approach Towards Compliance (Includes Gap Analysis Tools, Policies and Associated Forms)

Half Day Course

Module 1 – Key Compliance Requirements

- Lawful processing of personal information
- Rights of data subjects
- The 8 Conditions for the lawful processing of personal information
 - Accountability
 - Processing limitation
 - Purpose specification
 - Further processing limitation
 - Information quality
 - Openness
 - Security safeguards
 - Data subject participation
- Processing of special personal information
- Prohibition on processing personal information of children
- Transborder information flow
- Unsolicited direct marketing
- Operators
- PAIA Manuals

Module 2 – The Compliance Project

- Compliance projects – a practical approach
- Gap analysis toolkit (audit forms and interpretation of the outcome scorecard)
- Policies and associated procedures
- Draft policies (templates are made available in MS Word format for customization)
 - POPIA 1 Privacy Notice
 - POPIA 2 Personal Information Protection Policy
 - POPIA 3 Information Retention Policy
 - POPIA 4 Data Breach Policy
 - POPIA 4 form – Data Breach Register
 - POPIA 4 form – Data Breach Report
 - POPIA 5 Data Security Policy
 - POPIA 6 Data Subject Access Request (SAR)
 - POPIA 6 form – SAR form 1
 - POPIA 6 form – SAR Acknowledgement form 2
 - POPIA 6 form – SAR Receipt of ID form 3
 - POPIA 6 form – SAR More Time Required form 4
 - POPIA 7 PAIA Manual Template
 - POPIA 8 Draft clauses for consent forms (contracts, employees, customers)
 - POPIA 9 Draft Operator Agreement

Purpose of the course:

This course follows our popular POPIA course, providing guidance and the tools required to conduct a Gap Analysis and introduce preventative organizational measures such as compliance policies.

Attendees are provided with the tools to conduct a Gap Analysis to identify risks and take measures to ensure compliance.

Draft policy documents and associated forms are made available in MS Word format as part of the course material.



POPIA

Practical Approach Towards Compliance (Includes Gap Analysis Tools, Policies and Associated Forms)

Half Day Course

Upon completion of the course delegates will be able to:

- Apply an understanding of key statutory processing and other requirements.
- Conduct a Gap Analysis.
- Introduce workplace policies aligned to key processing and other requirements.

The course will be useful for:

- Information Officers
- Deputy Information Officers
- POPIA compliance committee
- Managers / Supervisors
- HR Practitioners
- Business owners

For further information contact:

(012) 661 3208 / (012) 661 1411

or

psenekal@labourguide.co.za / hanlie@labourguide.co.za



Compensation for Occupational Injuries and Diseases Course

Course includes the latest COID Act amendments (Act 10 of 2022), as well as the most recent regulations published on 6 March 2026

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Your course registration also includes:

- * **COID schedules**
- * **Prescribed Documents**
- * **Practical Resources**
- * **New Workplace Policy on Rehabilitation, Reintegration, and Return-to-Work**
- * **Free Customisable Employee Health and Wellness Representative Appointment Letter**

Module 1: Overview of the Compensation for Occupational Injuries and Diseases Amendment Act, 2022

- Compensation and legislation
- Aim of the COID Amendment Act, 2022
- The main objective of the COID Amendment Act, 2022
- The Compensation Commissioner and the Compensation Fund
- Protection of employers against claims from employees and dependants

Module 2: Employers; licensees; contractors and sub-contractors

- Employer criteria and registration process (updated)
- The role of licensees
- Registration of contractors and sub-contractors (updated)
- Letters of good standing (update)

Module 3: Who qualifies for compensation?

- What is compensation? (updated)
- Accident due to serious and wilful misconduct of the employee (updated)
- Categories of persons entitled to compensation (updated)
- Criteria for employees and dependents (updated)

Module 4: Occupational accidents and diseases

- Criteria for occupational accidents (updated)
- Travelling to and from work (updated)
- Criteria for occupational diseases (updated)
- Accidents during training or performance of emergency services (updated)
- Accidents outside the republic (updated)

Module 5: Assessment tariffs and payments to the Compensation Fund

- Liability towards the payment of compensation (updated)
- Current assessment tariffs
- Return of earnings/ ROE (updated)
- New assessment model (tariffs and rates)



Compensation for Occupational Injuries and Diseases Course

Course includes the latest COID Act amendments (Act 10 of 2022), as well as the most recent regulations published on 6 March 2026

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 6: Calculation of earnings, periodical payments and the selection of medical service providers and accounts

- Calculation of earnings (updated)
- The payment of periodical payments to employees (updated)
- Medical examinations and rehabilitation (updated)
- Rehabilitation and Re-Integration (updated)
- Directions to medical practitioner/chiropractor/hospital
- The employee and the medical service provider

Module 7: Reporting of occupational injuries, diseases and fatalities and the preparation of compensation documentation

- Reporting occupational injuries, disease and fatalities (updated)
- Registration of occupational injuries, disease and fatalities (updated)
- Documents required for the reporting of occupational injuries, disease and fatalities (updated)
- The adjudication process (updated)

Module 8: Benefits management and different classes of compensation payments

- Medical aid (updated)
- Awarding a claim and the different types of benefits (permanent disability, temporary disability, death benefits/ updated)
- Medical expenses
- Payment of funeral expenses to dependents of the deceased employees
- Conveyance of injured and diseased employees (updated)
- Increased compensation (updated)
- Compensation to employee previously in receipt of compensation
- Employees requiring constant help (updated)
- Refunds to employers and employees
- Re-opening of claims

Module 9: Latest legal rules/ inquiries, notable fines and penalties

- Legal rules (updated)
- Circumstances in which the Commissioner may repudiate claims (updated)
- Recovery of damages and compensation paid from third parties (updated)
- Inquiry by the Commissioner into an accident (updated)
- Record keeping (updated)
- New offenses, fines and penalties (updated)
- False statements
- Objections

Module 10: Online user registration/ logging of claims on the CompEasy System

- Practical explanation of the registration as an online user
- Logging of claims on the CompEasy System

Module 11: Inspection, compliance and enforcement

- Inspection, compliance and enforcement
- Contact details of the Compensation Fund



Compensation for Occupational Injuries and Diseases Course

Course includes the latest COID Act amendments (Act 10 of 2022), as well as the most recent regulations published on 6 March 2026

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Latest Regulations (06 March 2026)

- Overview of the Regulations
- Rehabilitation, Reintegration and Return-to-Work Regulations

Purpose of the course:

To explain the new requirements stipulated by the Compensation for Occupational Injuries and Diseases Amendment Act, 2022 in an easily understandable manner.

This course provides a detailed explanation; step-by-step guides and examples of the different processes and procedures to follow when dealing with the administration of occupational injuries and diseases. The course includes the identification of problems and the completion of the prescribed forms.

It includes the criteria for employers; licensees; contractors and sub-contractors. It will assist with the correct calculation of earnings and periodical payments of employees. It will assist employers with the selection of medical service providers and dealing with medical accounts. It will guide employers toward the correct benefits management and explain the different classes of compensation payments.

It provides an overview of the COID Amendment Act's latest legal rules/ inquiries, fines, and penalties. The course provides guidelines when dealing with the poor performance of employees due to occupational injuries and/ or ill health.

Course content includes an explanation of:

- The new prescriptions of the Compensation for Occupational Injuries and Diseases Amendment Act, 2022
- The latest assessment model (tariffs & rates)
- Update on the latest COIDA schedules and notices
- Registration process for DEL online users
- Practical demonstration for the logging and administration of claims on the CompEasy System
- Overview of the regulations on work-related upper limb disorders for the compensation

The course will be useful for:

The course is intended for people who work with COIDA in the insurance sector, HR administrators, HR managers, COIDA administrators and representatives, Health and Safety committee members, Health and Safety representatives, OHS managers, Occupational Health Practitioners, medical practitioners and shop stewards.

For further information contact:

(012) 666 8284

or

deidre@labourguide.co.za



Advanced Health and Safety Representative and Committee Training Course

2 Day Course

Part A: Health and Safety Representatives

Module 1: Introduction

- Health and Safety in South Africa
- Objectives of the Occupational Health and Safety Act (OHS Act)
- Importance, purpose and benefits of conducting safety, health and environmental (SHE) representative activities

Module 2: Layout of the Occupational Health and Safety Act

- Sections and regulations of the OHS Act
- Overview, important terms, and definitions of the OHS Act
- New laws and prescriptions applicable to COVID-19

Module 3: Legal structures of the Occupational Health and Safety Act

- Role players in the health and safety process
- Legal structures, appointments, and responsibilities

Module 4: Duties and responsibilities of employers, employees and other persons

- Requirements applicable to employers, employees, and persons like third parties

Module 5: Health and safety representative and committees

- Requirements applicable to health and safety representatives and committees

Module 6: Practical health and safety prescriptions

- Health and safety policy
- Copy of the OHS Act
- New COVID-19 classification; monitoring and exposure at the workplace
- Reporting and recording occupational injuries and diseases
- Incident investigations
- Certain deductions prohibited
- Duty not to interfere with, damage, or misuse things
- Housekeeping
- Personal protective equipment (PPE)
- Symbolic safety signs
- First aid and first aid boxes
- Stacking and storing of articles
- Use of ladders
- Handling and storage of flammable liquids (like hand sanitizers)
- Use of machinery
- Sanitation and conditions of bathrooms and facilities
- Hazardous chemical agents (HCA)
- Offences and penalties

Module 7: Performing health and safety activities

- The importance of participating in the activities within the SHE structures.
- Importance of teamwork
- Refusal to work due to exposure to COVID-19
- Consultation and communication with other parties within the organisation
- SHE inspections



Advanced Health and Safety Representative and Committee Training Course

2 Day Course

Module 8: Performing basic risk assessments

- Importance of participating in the activities within the SHE structures
- Importance of teamwork
- Consultation and communication with other parties within the organisation
- SHE inspections

Part B: Applicable OHS Regulations

Module 1: Policies; rules and procedures

- Safety rules and procedures
- Health and safety and environmental policies
- Wallcharts

Module 2: Facilities and environmental conditions

- Toilets; bathrooms, showers and change rooms
- Sanitation and conditions of bathrooms and facilities
- Office temperatures
- Ventilation requirements
- Provision of adequate light

Module 3: Electrical issues, lifts and escalators

- Lifts and escalators
- Electrical issues

Module 4: Ergonomics in the workplace

- Ergonomics in the workplace

Module 5: Emergency procedures

- Necessity of emergency preparedness
- Evacuation plans
- Evacuation procedures for building occupants
- What to do in the case of fire
- On hearing the alarm
- Disabled persons and evacuation
- Site-specific emergency plan

This course is aligned to Unit Standard:

259622 – Describe the functions of the workplace health and safety representative.

Purpose of the course:

It will empower learners to be able to perform safety, health and environmental representation activities and to know health and safety legislation relevant to the functions, duties and responsibilities of a Health and Safety Representative and the Health and Safety Committee at a working place.



Advanced Health and Safety Representative and Committee Training Course

2 Day Course

Upon completion of the course delegates will be capable of:

- Explaining the specified requirements to conduct safety, health and environmental representation activities at a working place
- Describing the legislative framework of workplace health and safety legislation, legislation pertaining to health and safety representatives and committees, and the effect on the duties of health and safety representatives of health and safety legislation pertaining to the employers and employees (including contractors)
- Participating in the actions to address safety, health and environmental related issues.
- Participating in activities within safety, health and environmental structures

The course will be useful for:

- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Possible co-opted members
- Persons involved with the day-to-day activities of health and safety
- All employees

For further information contact:

(012) 666 8284
or
deidre@labourguide.co.za



Conducting a Continuous HIRA

1 Day Course

Module 1: Legal requirements for conducting continuous risk assessments

- Legislative procedure
- Section 8: General duties of employers to their employees
- Company procedures
- What is risk management?
- Identifying work-related hazards
- Determine the associated risk(s) to the identified hazards
- Evaluate or assess the risk
- Methods to rate the risk
- Using a risk rating matrix

Module 2: Preparation for a continuous risk assessment

- Preparing for the assessment
 - Decide which risks will be addressed first
 - Develop an OHS Action plan prior to conducting the assessments
 - Your risk assessment planning

Module 3: Conducting a continuous risk assessment

- HIRA management process
 - Systematically identify the hazards
 - Hazard inspections (continuous assessments)
 - Workplace inspections
 - Consider the following during inspections
 - Documentation (documents that are used and worked with during the hazard identification/risk assessment in your own workplace)

Module 4: Remedial action

- Risk control:
 - Introduction
 - Risk control methods
 - Implementing controls
 - Monitor and evaluate outcomes
 - Outcome Measures

Purpose of the course:

The course will equip delegates with the knowledge in order to explain the legal and specified requirements for conducting continuous risk assessments. Learners will be able to prepare and conduct a continuous risk assessment for the workplace. The course will enable learners to initiate remedial action and follow up on continuous risk assessment.

The course will be useful for:

- Management and supervisors
- Health and safety representatives and OHS committee members
- SHE practitioners/ officers
- Contractors
- Subject experts
- Safety, health and environmental personnel such as risk managers, loss control officers, facility managers
- Any person who is expected to carry out f continuous hazard identification and risk assessments



Conducting a Continuous HIRA

1 Day Course

Aligned to unit standard:

US 120330 - Conduct a continuous risk assessment in a workplace

NQF level: 3

For further information contact:

(012) 666 8284
or
deidre@labourguide.co.za



Construction Regulations Course

1 Day Course

Module 1: Introduction

- Establishment and embodied principles related to construction
- Construction health and safety accord
- Establishment of the SACPCMP; SACPCMP as approved statutory body and registration process

Module 2: Laying the foundation

- Definitions and terminology applicable to construction work

Module 3: Construction work and the “permit” system

- Meaning and scope of construction work. The new “permit” system, when and how to apply for it before the performance of construction work.

Module 4: Notification of construction work

- When and how to notify the chief inspector of intended construction work.

Module 5: Legal responsibilities of interested and affected parties

- New legal duties and responsibilities of persons like clients, agents, designers, principal contractors, contractors, and sub-contractors.

Module 6: Management and supervision of construction work

- The appointment and responsibilities of construction managers; assistant construction managers and as well as construction health and safety officers (includes competence and professional registration of these persons).

Module 7: Risk assessments

- Risk assessments on construction sites with specific reference to baseline risk assessments.

Module 8: Digging into the specifications

- Specifications and requirements stipulated by the various construction regulations including Fall protection, Structures, Temporary works, Excavation, Demolition work, Tunnelling, Scaffolding, Suspended platforms, Rope access work, Material hoists, Bulk mixing plant, Explosive actuated fastening device, Cranes, Construction vehicles and mobile plant, Electrical installations and machinery on construction sites, Use and temporary storage of flammable liquids on construction sites, Water environments, Housekeeping and general safeguarding on construction sites, Stacking and storing on construction sites, Construction employees' facilities, Construction health and safety technical committee, Approved inspection authorities.

Module 9: Health and safety plan

- What should the “health and safety plan” consist of?

Module 10: Legal appointments

- Legal appointments relevant to construction.

Module 11: Other prescribed documentation



Construction Regulations Course

1 Day Course

Purpose of the course:

- To provide an overview of the Construction Regulations, 2014.
- To update participants on changes and differences between the Construction Regulations 2003 and the new Construction Regulations 2014.
- To update learners on the latest amendments to these regulations

Upon completion of the course delegates will be able to:

- Explain and understand the principles and statutes stipulated by the Construction Regulations.
- The Learner will also be updated on the latest amendments to these regulations.

Learners found competent in this unit standard are able to:

- communicate and use the terminology relevant to construction
- understand what is meant by the term "construction work"
- understand when and how to apply for a "permit" in order to perform construction work
- understand when and how to notify the Provincial Director of intended construction work
- explain the basic requirements stipulated by the Construction Regulations
- understand the administrative requirements applicable to construction
- understand record keeping required by the regulation
- understand the legal responsibilities of all the interested and affected persons stipulated by the regulation
- understand the different legal appointments that should be made before certain types of construction work are performed
- understand when and how risk assessments should be performed
- Compile a suitable, sufficiently documented, site-specific a "health and safety plan"
- Compile and manage a "health and safety file"

The course will be useful for:

This course is aimed at all persons who are involved in construction, including clients, agents, principal contractors, contractors, sub-contractors; construction managers; construction health and safety officers, project managers, engineers, architects, designers etc.

For further information contact:

(012) 666 8284
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deidre@labourguide.co.za



Development of SOPs Course

1 Day Course

Module 1: Safe Work Procedures and Legislation

- Complying with legislation
- The aim and scope of the Occupational Health and Safety Act
- Legislative prescriptions and duties
- Risk-related definitions
 - The general duties of employers towards employees
 - Duties of employers and self-employed persons to people other than employees
 - Duty of the employer to inform and communicate
 - Duties of employees
 - Reasonably practicable

Module 2: Safe Operating Procedures

- Meaning of a Safe Operating Procedure (SOP)
- Why should we make use of SOPs?
- Benefits of developing safe operating procedures
- When should Safe Operating Procedures be developed?

Module 3: Developing Safe Operating Procedure

- Introduction
- SOP procedures
 - Step 1: Familiarise yourself with how an SOP should be written
 - Step 2: Conduct a risk assessment to identify all critical tasks and prioritise the risks
 - Step 3: Observe the task or activity
 - Step 4: Review associated legislative requirements
 - Step 5: Break up each critical task or activity into operational steps
 - Step 6: Identify all the hazards and associated risks with each operational step
 - Step 7: Identify and evaluate existing risk controls
 - Step 8: Choose risk controls for the identified hazards
 - Step 9: Create and review the draft safe operating procedure
 - Step 10: Approve and issue
 - Step 11: Maintain control of documents
 - Step 12: Train your employees in the SOP
 - Step 13: Supervise employees and enforce SOPs
 - Step 14: Review your SOPs

Examples: Compiling of Safe Operating Procedure



Development of SOPs Course

1 Day Course

Purpose of the course:

To ensure that attendees carry out their work in a safe and healthy manner in order to decrease work-related accidents.

Upon completion of the course delegates will be able to:

- Explain the importance of complying with legislation
- Explain the aim and scope of the Occupational Health and Safety Act
- Explain the applicable legislative prescriptions and duties relevant to Safe Work Procedures Explain what the meaning of a Safe Operating Procedure is
- Explain why should we make use of SOPs?
- Explain the benefits of developing safe operating procedures
- Explain when Safe Operating Procedures should be developed
- Explain who should develop Safe Operating Procedures
- List the aspects to be considered with the development of SOP's
- Explain how to effectively develop Safe Operating Procedures

The course will be useful for:

- Managers
- Health and safety officers
- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Possible co-opted members
- Persons involved with the day-to-day activities of health and safety
- All employees

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Emergency Coordinator (Emergency Preparedness and Response) Course

1 Day Course

Module 1: Introduction

- Legal obligation of management
- Planning and preparing for emergency situations and disaster management
- Causes of emergency situations
- Necessity of emergency preparedness

Module 2: Terms, definitions and types of emergencies

- Significant terms and definitions
- Types of emergencies

Module 3: Basic fire

- What is fire?
- The three components of a fire
- Classification of fire
- Different classes of fire
- Part and functions of fire extinguishers
- Operating a portable fire extinguisher

Module 4: Managing an emergency and emergency action principles

- Emergency Action Principles (EAP)
- Managing an emergency

Module 5: Emergency preparedness plan

- Emergency preparedness plan
- Your organisations emergency evacuation plan

Module 6: Response

- Guidelines for combating a fire
- How to raise the alarm
- Contacting the fire department
- How to evacuate a building
- Guidelines for a safe evacuation
- High-rise buildings
- Moving in smoke

Module 7: Duties of interested and affected parties

- Establishing lines of command and control
- Emergency controller
- Senior evacuation officer
- Evacuation officer
- Chief first aid officer
- First aiders
- Chief fire warden/marshal
- Fire wardens/marshals

Module 8: Important aspects of evacuations

- Immediate action to be taken in the event of an emergency
- Explain the important Do's and Don'ts relating to fire during evacuations
- Explain the important Do's and Don'ts relating to bombs during evacuations
- Summary of emergency procedures



Emergency Coordinator (Emergency Preparedness and Response) Course

1 Day Course

Module 9: Local by-laws

- Legal prescription according to the local by-laws

Module 10: Practical

- Practical evacuation exercise
- Correct use of fire hose and fire extinguisher (equipment provided by client)

The course will be useful for:

- Emergency controller
- Senior evacuation officer
- Evacuation officer
- Chief first aid officer
- First aiders
- Chief fire warden/marshal
- Fire wardens/marshals
- Health and safety representatives
- Health and safety committee members
- Security officers
- Union representatives

Purpose of this session

Section 8 of the Occupational Health and Safety Act stipulates that the employer shall provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risk to the health of his employees. By law, employers must identify, evaluate, remove or mitigate work-related hazards and risks. It includes planning and preparation for the inevitable like emergencies and disasters.

This course will assist employers with the practical implementation and evaluation of their organisations emergency and evacuation plan(s). Participants will gain knowledge and understanding of their organisation's Emergency Preparedness and Response plan(s).

The roles and duties of the key role players during emergency situations will be explained. This includes the roles and duties of the organisations evacuation officers and fire wardens/marshals.

Upon completion of the course delegates should be capable of:

- describing the necessity of emergency preparedness
- describing the type of emergencies that may occur
- explaining what fire is
- describing the components of a fire
- describing the classification of fire
- describing the different classes of fire
- describing the parts and functions of fire extinguishers
- operating a portable fire extinguisher
- managing an emergency and know the emergency action principles
- explaining who to contact when they become aware of an emergency
- explaining emergency response and preparedness
- explaining the duties of the emergency controller, senior evacuation officer, evacuation officer, chief first aid officer, chief wardens / marshals and first aiders
- explaining the important do's and don'ts relating to fire and bombs during evacuations
- explaining the influence of legal prescription on fire and evacuation according to the local by-laws
- performing a practical evacuation exercise
- correctly using a fire hose and / or fire extinguisher



Ergonomics Awareness Training Course

1 Day Course

Module 1: Introduction

- Health and safety and law in South Africa
- Ergonomics and occupational health
- The term ergonomics
- What is meant by ergonomics?
- Why is workplace ergonomics important?

Module 2: Overview of Legislation Governing Workplace Ergonomics in South Africa

- Specific prescriptions governing ergonomics in South Africa
- Facilities Regulations, 2004
- Construction Regulations, 2014
- The Ergonomics Regulations
- Composition of the regulations
- The Ergonomics Regulations, 2019
 - ER 1: Important definitions
 - ER 2: Scope of application
 - ER 3: Instruction, information and training
 - ER 4: Duties of persons who may be at risk of exposure to ergonomic risks
 - ER 5: Duties of designers, manufacturers, importers and suppliers
 - ER 6: Ergonomic risk assessment
 - ER 7: Risk control
 - ER 8 Medical surveillance
 - ER 9: Maintenance of controls
 - ER 10: Records
 - ER 11: Ergonomics health and safety technical committee
 - ER 12: Offences and penalties
 - ER 13: Short title and commencement
- COIDA - Regulations on Work - Related Upper Limb Disorders

Module 3: Domains of Ergonomics

- Specialization
- Physical ergonomics
- Cognitive ergonomics
- Organizational ergonomics

Module 4: Integration of Ergonomics into OHS

- Integration of ergonomics into Occupational Health and Safety (OHS)
- Focus of ergonomics
- Micro ergonomics
- Macro ergonomics
- Using ergonomics principles to create a safer and more efficient work environment
- Worker participation in applying ergonomics principles
- Benefits of ergonomics

Module 5: Identifying Workplace Problems

- Introduction
- Elements in occupational ergonomics
- Support for people at work



Ergonomics Awareness Training Course

1 Day Course

Module 6: Risk Management in the Workplace

- Work related hazards and risks
- The risk control process, hazard and risk identification, risk assessment and control
- Hazard and risk identification
- Risk assessment techniques
- Assess ergonomic risk factors

Module 7: Risk Control and Evaluation

- Implementing control measures
- Hierarchy of control
- Evaluation of changes
- Ergonomics risk management process flow

Purpose of this session

Ergonomics can roughly be defined as the study of people in their working environment. Ergonomics awareness training is one of the most essential elements of an effective ergonomics process. The purpose of training in ergonomics is to provide people with the skills, knowledge, abilities and tools to accomplish their designated responsibilities.

The basic principles of ergonomics introduced in this course should be a vital component in every organisation. The increased rate and high cost of ergonomic injuries and illnesses such as carpal tunnel syndrome, tendinitis, and MSDs cut across all industries and occupations. Ensuring that your employees remain healthy and safe at work boosts morale and increases your company's profitability.

Ergonomics training will lower the risk of work-related injuries and improve employee productivity and morale through well-being. Increase your profitability by maximizing your workforce's satisfaction and productivity.

The course will be useful for:

- Managers
- Health and Safety Officers
- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Possible co-opted members
- Persons involved with the day-to-day activities of health and safety
- All employees

For further information contact:

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deidre@labourguide.co.za



Fire Fighting, Evacuation and Housekeeping Course

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: The theory of fire

- What is fire?
- The three components of fire

Module 2: The theory of fire extinguishing

- Four methods how to extinguish a fire
- Four classes of fire (including vehicle fires)
- The most effective method to extinguish each class of fire
- Possible hazards when extinguishing a fire
- Possible fire hazards in the workplace

Module 3: Portable fire extinguishers

- Introduction to portable fire extinguishers
- Part and functions of extinguishers
- Operating a portable fire extinguisher

Module 4: Evacuation and housekeeping

Evacuation

- What to do when you discover a fire
- Guidelines for combating a fire
- How to raise the alarm
- Contacting the fire department
- How to evacuate a building
- Guidelines for a safe evacuation
- High-rise buildings
- Moving in smoke

Housekeeping

Causes of fires – in order to prevent them:

- Careless or deliberate acts of people
- Electricity
- Spontaneous combustion
- Unsafe handling of Liquefied Petroleum and other flammable materials
- Chemicals

How to prevent a fire from breaking out

Practical session

A practical session for participants could also be arranged. All the fire fighting equipment for the practical sessions will be supplied by the client.

All necessary arrangements and authorisation should be obtained by the client if a physical fire will be used for practicals. Permission gained from your local government or authority – smoke free areas.



Fire Fighting, Evacuation and Housekeeping Course

1 Day Course

Purpose of the course:

Section 8 of the Occupational Health and Safety Act (OHS Act) stipulates that the employer shall provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risk to the health of his employees. By law, employers must identify, evaluate, remove or mitigate work-related hazards and risks. It includes planning and preparation for the inevitable like fire and evacuation.

Section 13 of the OHS Act stipulates that employees must be informed of work-related hazards (including fire) as well as the precautionary measures taken to protect them.

By attending this course employees will be informed and equipped to deal with fire safety aspects.

Upon completion of the course delegates should be capable of:

- explaining what fire is
- explaining what are the three components of fire
- explaining what the characteristics of fuel are
- explaining what the different sources of ignition are
- explaining what role oxygen plays in a fire
- explaining the four methods to extinguish a fire
- explaining the four classes of fire
- explaining the most effective method to extinguish each class of fire
- explaining the possible hazards when extinguishing a fire
- explaining the possible fire hazards in the workplace
- recognising each type of extinguisher
- knowing for which class of fire to use it
- knowing how to apply it effectively
- knowing what to do when a fire is discovered
- knowing how to raise the alarm
- contacting the emergency services
- evacuating a building
- moving in smoke
- knowing how to adapt the procedures to his/ her own work or domestic situation

The course will be useful for:

- All employees
- Fire fighters and fire marshals
- Evacuation officers
- Emergency workers
- Emergency staff
- Security personnel

For further information contact:

(012) 666 8284

or

deidre@labourguide.co.za



Hazardous Biological Agents Awareness Training Course

1 Day Course

Module 1: Introduction

- Health and safety and law in South Africa
- Significant terms and definitions (OHSA)
- The duties of employers towards employees
- Responsibilities of employees
- The responsibilities of employers towards other persons (third parties)

Module 2: Protection of Persons Against Hazardous Biological Agents

- Materials and objects that have potential to contain an infectious biological agent
- Workers who may have potential exposure
- Protection of persons against hazardous biological agents
- Composition of the regulations
- The Hazardous Biological Agents Regulations (HBAR), 2002
 - HBAR 1 Important definitions
 - HBAR 2 Scope of application
 - HBAR 3 Classification of Biological Agents
 - HBAR 4 Information and training
 - HBAR 5 Duties of persons who might be exposed to HBA
 - HBAR 6 Risk assessment by employer or self-employed person
 - HBAR 7 Monitoring exposure at workplace
 - HBAR 8 Medical surveillance
 - HBAR 9 Records
 - HBAR 10 Control of exposure to HBA
 - HBAR 11 Personal protective equipment and facilities
 - HBAR 12 Maintenance of control measures, equipment and facilities
 - HBAR 13 Prohibitions
 - HBAR 14 Labelling, packaging, transporting and storage
 - HBAR 17 Disposal of HBA
 - HBAR 18 Offences and penalties

Module 3: Biosafety Prescriptions

- Standard code of practice for "Risk Areas"
- Certain precautions can reduce your risk of infection
- Standard biosafety practices and procedures
- Handling contaminated sharp objects
- Decontamination: Disinfection and Disinfectants
- Basic decontamination procedure
- Spill clean-up for potential biohazards

Module 4: The Reporting and Processing of Occupational Disease

- Reporting to the Chief Inspector regarding occupational diseases
- Aim of the COIDA
- Criteria for occupational diseases
- Directive on Compensation for Workplace-Acquired Novel Corona Virus Disease (COVID-19) and definition of an occupational disease
- Diagnosis Coronavirus Disease (COVID-19)
- Impairment
- Benefits
- Reporting



Hazardous Biological Agents Awareness Training Course

1 Day Course

Purpose of the course:

This training applies to employees who might be exposed to HBA, work with or handle or transport potentially HBA materials, or for employees who enter or access areas where potential exposure to HBAs may occur.

Training for these individuals is required under the Hazardous Biological Agents Regulations (HBAR), 2002. Training will help to reduce the risk of transmission of HBA from both recognised and unrecognised sources of infection in workplaces.

The course will be useful for:

- Managers
- Health and Safety Officers
- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Persons might be exposed to HBAs
- Persons might handle or transport HBAs

For further information contact:

(012) 666 8284
or

deidre@labourguide.co.za



Health and Safety Principles and Compliance Course (OHS Act)

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: Introduction

- Health and safety in South Africa
- Purpose of the Occupational Health and Safety Act (OHS Act)

Module 2: Health and safety policies; rules and procedures

- Safety rules and procedures/ health and safety policies

Module 3: Right to compensation

- Persons involved/ duties of employers; employees and contractors/ third parties/ unlawful actions/ contractors' agreements/ letters of good standing

Module 4: Identifying and dealing with workplace hazards and risks

- Managing workplace hazards and risks/ reasonably practical principal
- Safe work procedures

Module 5: Prescribed administrative duties

- Reporting, recording and investigating of workplace incidents and diseases/ copy of the OHS Act, wall charts, offenses and penalties

Module 6: Communication

- Health and safety representatives and committees

Module 7: Personal protective equipment and symbolic safety sign

- Personal protective equipment/ certain deductions forbidden/ duty not to interfere with, damage or misuse things/ symbolic safety signs

Module 8: General safety issues

- First aid and first aid boxes/ intoxication/ housekeeping/ stacking and storing requirements/ working in elevated positions/ use of ladders/ stair cases/ storage of flammable liquids

Module 9: Facilities and environmental conditions

- Facilities and change rooms/ sanitation and conditions of facilities/ ratio of facilities
- Temperatures/ lighting/ ventilation / housekeeping

Module 10: Environmental conditions

- Housekeeping requirements
- Temperatures/ ventilation/
- Lighting requirements



Health and Safety Principles and Compliance Course (OHS Act)

1 Day Course

Module 11: Electrical requirements, machinery, lifts and escalators

- Electrical installations/ CoC certificates/ authorized persons/ electric fences
- Use of machinery/ duties of the user/ installations/ inspections/ maintenance

Module 12: Hazardous chemical agents and ergonomics

- SDS's on substances used/ handling of with Hazardous chemical agents
- Ergonomics in the workplace

Purpose of the course:

Health and safety legislation creates minimum standard law that need to be complied with. The course creates health and safety awareness and it will enable learners to understand health and safety principles and prescriptions for the workplace.

Participants will receive practical information on current health and safety matters in order to ensure workplace compliance.

The qualifying learner will be:

- able to understand the general prescriptions and principles of the Occupational Health and Safety Act.
- familiar with the different role players involved in health and safety and each individual's rights and responsibilities.
- familiar with the required health and safety policies; rules and procedures,
- familiar with the required health and safety agreements and letters of good standing
- able to recognize and correct work-related hazards and risks.
- familiar with the requirements for the correct reporting, recording and investigating of workplace incidents and diseases.
- familiar with the requirements relevant to the provision of a copy of the OHS Act, the display of wall charts as well as possible fines and penalties for OHS Act offenses.
- familiar with the duties and role of health and safety representatives and committees.
- familiar with the requirements applicable to PPE, the fact that certain deductions are forbidden, the duty not to interfere with, damage or misuse things provided for health and safety and the prescriptions relating to symbolic safety signs.
- familiar with the requirements applicable to first aid and first aid boxes.
- familiar with the requirements applicable to intoxication, housekeeping, stacking and storing and working in elevated positions.
- familiar with the requirements applicable to the correct use of ladders, stair cases and the storage of flammable liquids.
- familiar with the requirements applicable to workplace facilities and change rooms.
- familiar with the requirements applicable to workplace temperatures, the provision of lighting, ventilation and housekeeping.
- familiar with electrical requirements like CoC's.
- familiar with the requirements applicable to the use of machinery, lifts and escalators at work.
- familiar with the requirements applicable to the handling of hazardous chemical agents.
- familiar with the requirements for workplace ergonomics.



Health and Safety Principles and Compliance Course (OHS Act)

1 Day Course

Who should attend?

- Employers
- HR officers
- Managers, supervisors and team leaders
- Health and safety officers
- Facility managers
- Safety and security personnel
- All persons involved with the day-to-day activities of health and safety
- Medical personnel and emergency personnel
- Contractors
- Health and safety committee members/ possible co-opted members
- Health and safety representatives
- Union representatives

For further information contact:

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or

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Health and Safety Representative and Committee Training Course

1 Day Course

Module 1: Introduction

- Health and Safety in South Africa
- Objectives of the Occupational Health and Safety Act (OHS Act)
- Importance, purpose and benefits of conducting safety, health and environmental (SHE) representative activities

Module 2: Layout of the Occupational Health and Safety Act

- Sections and regulations of the OHS Act
- Overview, important terms, and definitions of the OHS Act

Module 3: Legal structures of the Occupational Health and Safety Act

- Role players in the health and safety process
- Legal structures, appointments, and responsibilities

Module 4: Duties and responsibilities of employers, employees and other persons

- Requirements applicable to employers, employees, and persons like third parties

Module 5: Health and safety representative and committees

- Requirements applicable to health and safety representatives and committees

Module 6: Practical health and safety prescriptions

- Health and safety policy
- Copy of the OHS Act
- Reporting and recording occupational injuries and diseases
- Incident investigations
- Certain deductions prohibited
- Duty not to interfere with, damage, or misuse things
- Housekeeping
- Personal protective equipment (PPE)
- Symbolic safety signs
- First aid and first aid boxes
- Stacking and storing of articles
- Use of ladders
- Handling and storage of flammable liquids (like hand sanitizers)
- Use of machinery
- Sanitation and conditions of bathrooms and facilities
- Hazardous chemical agents (HCA)
- Offences and penalties

Module 7: Performing health and safety activities

- The importance of participating in the activities within the SHE structures.
- Importance of teamwork
- Consultation and communication with other parties within the organisation
- SHE inspections



Health and Safety Representative and Committee Training Course

1 Day Course

Module 8: Performing basic risk assessments

- Reasons for risk assessments
- What is meant by the term "risk assessment"
- What is a hazard?
- Using "the five step risk assessment method"

This course is aligned to Unit Standard:

US 259622 - Describe the functions of the workplace health and safety representative.

NQF Level: 2

Purpose of the course:

It will empower learners to be able to perform safety, health and environmental representation activities and to know health and safety legislation relevant to the functions, duties and responsibilities of a Health and Safety Representative and the Health and Safety Committee at a working place.

Upon completion of the course delegates will be capable of:

- Explaining the specified requirements to conduct safety, health and environmental representation activities at a working place
- Describing the legislative framework of workplace health and safety legislation, legislation pertaining to health and safety representatives and committees, and the effect on the duties of health and safety representatives of health and safety legislation pertaining to the employers and employees (including contractors)
- Participating in the actions to address safety, health and environmental related issues.
- Participating in activities within safety, health and environmental structures

The course will be useful for:

- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Possible co-opted members
- Persons involved with the day-to-day activities of health and safety
- All employees

For further information contact:

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Health and Safety Supervisor Course

3 Day Course

Module 1: OHS – legal liability

This module is aligned to the following unit standard: Demonstrate knowledge and understanding of relevant current occupational health and safety legislation.

Purpose of the module:

Learners found competent in this unit standard will be able to explain the basic principles of relevant current health and safety legislation and the consequences of non-compliance.

Upon completion of the course delegates will be able to:

- Explain the basic principles of the Act and accompanying Regulations
- Explain the requirements for minimum compliance stipulated in the Act
- Interpret the management controls required to achieve compliance
- Explain the obligations of managers in terms of communication and training

Unit 1: Legislation and safety management in South Africa

- Legislative history / health and safety legislation in South Africa
- Civil and criminal liabilities

Unit 2: Foundations and principles of safety management

- Safety management and the organisation
- Principles of safety management

Unit 3: Overview of the OHS Act

- Overview of the OHS Act (The aim and scope; sections & regulations).
- Significant terms and definitions

Unit 4: The legal responsibilities of interested and affected parties

- Legal structure and responsibilities
- The role of the CEO and the general duties of management
- Health and safety policy
- The general responsibilities of employers towards employees information, communication; training and supervision – including supervision of machinery)
- The general responsibilities of employers towards other persons
- Responsibilities of employees
- Acts or omissions by employees (including the principle of vicarious liability)
- Responsibilities of contractors (contractors agreement; letter of good standing)
- The safety practitioner or safety co-coordinator
- Legal responsibilities of manufacturers, designers, importers, sellers or suppliers regarding the use of articles and substances at work

Unit 5: Applicable SHE legislation

- Health and safety representatives and committees
- Record keeping
- Certain deductions prohibited/ personal safety equipment and facilities
- Exemptions
- Health and safety agreements
- Offences and penalties



Health and Safety Supervisor Course

3 Day Course

Module 2: Hazard identification & risk assessment

This module is aligned to the following unit standard: Conduct a continuous risk assessment in a workplace.

Upon completion of the course delegates will be able to:

- Explain the legal and specified requirements for conducting continuous risk assessments
- Prepare to conduct a continuous risk assessment
- Conduct a continuous risk assessment
- Initiate remedial action and follow up on continuous risk assessment

Unit 1: Legal requirements for conducting continuous risk assessments

- Legislative procedure
- Company procedures
- What is risk management?
- Identifying work related hazards
- Determine the associated risk(s) to the identified hazards
- Evaluate or assess the risk
- Methods to rate the risk
- Using a risk rating matrix

Unit 2: Preparation for a continuous risk assessment

- Preparing for the assessment
- Decide which risks will be addressed first
- Develop an OHS action plan prior to conducting the assessments
- Your risk assessment planning

Unit 3: Conducting a continuous risk assessment

- HIRA management process
- Systematically identify the hazards
- Hazard Inspections (continuous assessments)
- Workplace inspections
- Consider the following during inspections
- Documentation (documents that are used and worked with during the hazard identification / risk assessment in your own workplace)

Unit 4: Remedial action

- Risk control
- Introduction
- Risk control methods
- Implementing controls
- Monitor and evaluate outcomes
- Outcome measures



Health and Safety Supervisor Course

3 Day Course

Module 3: Incident & accident investigation

Purpose of the module:

The purpose of incident investigation is to identify the root cause(s) of incidents in order to take corrective action and to implement the necessary controls to prevent further occurrences of such events. Effective recording, reporting and investigation of nonconformity, is an important part of an effective occupational health and safety program. Organisation should establish, implement and maintain procedure(s) to record; investigate and analyse incidents in order to:

- determine underlying Health and Safety deficiencies and other factors that might be causing or contributing to the occurrence of incidents
- identify the need for corrective action
- identify opportunities for preventive action
- identify opportunities for continual improvement
- communicate the results of such investigations

The results of incident investigations shall be documented and maintained.

Upon completion of the course delegates will be able to:

- Describe responsibilities for incidents
- Explain the legislative requirements applicable to the investigation and reporting of incidents
- Explain when and why to report workplace incidents
- Explain why incident investigations should be performed
- Explain when an incident investigation should be performed
- Explain who should perform the incident investigation
- Identify the different types of workplace incidents
- Identify the causes of incidents
- Report the findings of the investigation
- Analyse the facts of the investigation
- Write the incident report
- Make recommendations in order to take corrective action
- Communicate and follow up recommendations
- Evaluate and monitor the effectiveness of the corrective action
- Outline the steps of incident investigation

Part A: Introduction; overview and important information

Unit 1: Introduction and general responsibilities

- Overview
- Purpose of investigations
- Definitions and terminology
- Legal responsibilities
- Chief Directorate OHS
- Powers and rights of inspectors



Health and Safety Supervisor Course

3 Day Course

Unit 2: Incident investigation overview

- Type of workplace incidents (Including loss control and near-misses)
- Incident ratio study and probability
- Incident cost
- Incident reduction and prevention
- Investigators
- Employee involvement
- Time frame for formal investigations
- Reporting procedures for Occupational Injuries and Diseases
- Correct recording of incidents

Unit 3: Incident investigation process

- The six key questions (Who, what, when, where, why and how)
- Preparing an investigation kit

Part B: Conduction the investigation

- Step 1 - Investigate the incident
- Step 2 - Identify causes
- Step 3 - Report the findings
- Step 4 - Take corrective action
- Step 5 - Implementation
- Step 6 - Evaluate the effectiveness

Module 4: Practical compliance aspects

Purpose of the module:

This module will provide delegates with a better understanding of the main issues involved in health and safety. It is aimed at practical compliance.

Unit 1: Policies; rules and procedures

- Safety rules and procedures
- Health and safety and environmental policies

Unit 2: Symbolic safety signs

- Symbolic safety signs
- Wall charts

Unit 3: General safety issues

- First aid and first aid boxes
- Intoxication
- Housekeeping
- Stacking and storing of articles
- Elevated positions
- Use of ladders
- Stair cases
- Ramps
- Flammable liquids



Health and Safety Supervisor Course

3 Day Course

Unit 4: Facilities and environmental conditions

- Toilets; bathrooms, showers and change rooms
- Sanitation and conditions of bathrooms and facilities
- Office temperatures
- Ventilation
- Provision of adequate light

Unit 5: Machinery, electrical issues, lifts and escalators

- Use of machinery
- Lifts and escalators
- Electrical issues

Unit 6: Hazardous chemical substances and ergonomics in the workplace

- Hazardous chemical substances (HCS)
- Ergonomics in the workplace

Unit 7: Emergency procedures

- Necessity of emergency preparedness
- Evacuation plans
- Evacuation procedures for building occupants
- What to do in the case of fire
- On hearing the alarm
- Disabled persons and evacuation
- Site specific emergency plan

The course will be useful for:

- The CEO-Section 16(1) or Managing Director,
- Section 16(2) appointees/ Directors,
- Engineers,
- Middle Management and line Management,
- Supervisors,
- Unit Managers,
- GMR 2(1) appointees,
- GMR 2(7) appointees,
- Safety and security officers,
- Compliance officers,
- Safety, health and environmental personnel such as risk managers, loss control officers,
- Facility managers
- Union Representatives

For further information contact:

(012) 666 8284
or
deidre@labourguide.co.za



HIRA Hazard Identification and Risk Assessment Course

1 Day Course



Saioosh

South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: Introduction

- Introduction and reasons for risk assessments
- Occupational risk and occupational health risk assessments
- The term risk assessment

Module 2: Legal requirements

- Risk assessment requirements for South Africa
- Risk assessment guidelines and standards (King IV Report on Corporate Governance, ISO 31 001, SIMRAC guidelines)

Module 3: Important definitions, terminology, hazards and risks likely to be encountered

- Important definitions, relevant terminology and examples of work-related hazards and risks

Module 4: HIRA principles and criteria

- Criteria for assessments
- Principles for HIRA

Module 5: Legal risk exposures and the influence of codes and standards on assessments

- Legal risk exposure
- The influence of codes and standards on assessments
- When legislation, codes or standards don't exist

Module 6: Risk management; types of risk assessments

- Risk management and HIRA
- Different types of risk assessments (baseline, issue-based and continuous HIRA)

Module 7: Managing the HIRA process

- Scope of the HIRA
- HIRA process and management
- Planning for risk assessment
- Aspects or guidelines that should be followed during the planning phase of the risk assessment
- Gathering and analysis of information on previously identified hazards and risks
- Identifying and appoint of competent assessors

Module 8: HIRA methodology

- Initiating the HIRA and selecting the approach
- Selection of a suitable risk assessment report
- How to identify hazards
- Determine the associated risk(s) to the identified hazards
- Identify all parties affected by the hazard and determine how they can be affected
- Evaluate or assess the risk (examples of various methodologies discussed and provided)



HIRA Hazard Identification and Risk Assessment Course

1 Day Course

Module 9: Managing the risk

- Sequence of applying control measures
- Identify and evaluate existing risk controls
- Identify appropriate control measures
- Hazard register
- Compile an action plan
- Communicate and consult
- Implementation
- Record keeping
- Monitor the effectiveness of measures
- Review and update
- Conclusion

This course is aligned to unit standard:

US 244287 – Conduct a baseline risk assessment and take appropriate action.

NQF Level: 5

Purpose of the course:

Risk assessments are a legal requirement. Hazard identification and risk assessment (HIRA) has become an important key to provide a safe and healthy workplace. HIRA is the first step in the prevention of occupational accidents and ill-health.

It is important to know what HIRA is and how to effectively apply these principles.

This course will assist employers to perform suitable and sufficient risk assessments. It will assist in identifying, implementing, and maintaining risk control measures to manage health and safety risks effectively.

Upon completion of his course, learners should be able to:

- understand the scope and impact of the risk assessment process, including the legal requirement imposed upon the employer for the completion of suitable and sufficient risk assessments.
- identify and assess work-related hazards and participate in baseline and continuous HIRA activities.
- identify and assess work-related hazards and risks in order to identify, implement and evaluate effective methods of control for the situation.
- explain the specified requirements needed to conduct a baseline risk assessment
- prepare to conduct a baseline risk assessment
- conduct a baseline risk assessment
- initiate remedial action for hazards identified and risks assessed

The course will be useful for:

- Management and supervisors
- SHE practitioners/officers
- Safety, health and environmental personnel such as risk managers, loss control officers, facility managers
- Health and safety representatives and committee members
- Contractors
- Subject experts
- Any person who is expected to carry out baseline hazard identification and risk assessments

For further information contact:

(012) 666 8284

or

deidre@labourguide.co.za



Incident Investigation of Work-Related Injuries and Diseases Course

1 Day Course



Saioosh

South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: Introduction

- Incident Investigation overview, purpose, applicable definitions and terminology

Module 2: Enforcement authorities, negligent acts or omissions by employees and mandataries

- Negligent acts or omissions by employees and mandataries
- Enforcement authorities, powers and rights of inspectors

Module 3: Incident Investigation history, theories and principles

- Types of workplace incidents
- Various safety triangles, incident ratio's and incident probability explained
- Incident cost, calculation and interpretation of injury and illness rates (lost time injuries and frequency rates, lost time injury incidence and ill-health prevalence rates)
- Various domino model theories and principles
- Workplace injury and illness reduction and prevention

Module 4: Incident investigation preparedness

- Requirements for the appointment of OHS investigators for the workplace
- Gathering of facts, and key investigation questions
- Preparing for investigations

Module 5: Conducting workplace investigations for occupational injuries and diseases

Investigation steps:

Step 1: Reporting duties

- Reporting duty requirements and procedures for occupational injuries and diseases

Step 2: Record-keeping duties

- Record keeping prescriptions for work-related injuries and diseases

Step 3: Initial response at the scene of an incident

- Initial response at the scene of an incident, first aid, preserving and securing the scene

Step 4: Investigation of the incident

- The investigation team and prescribed time frame for a formal investigation
- Collecting the facts, physical evidence and eyewitness accounts
- Conducting interviews
- Developing the narrative (sequence of events)



Incident Investigation of Work-Related Injuries and Diseases Course

1 Day Course

Step 5: Causes of workplace incidents and prevention

- Causes of workplace incidents, infection reduction and prevention (contributing factors)
- Determining the causes (direct-, indirect- and root causes)
- Root cause analysis models and techniques

Step 6: Report writing

- Report requirements
- How to analyse the facts and write an incident report
- Discussion and practical examples include:
 - OHS Act - GAR 9 / Annexure 1
 - Investigation register for effective root cause analysis

Step 7: Recommendations for corrective action

- How to identify, review and implement corrective actions

Step 8: Communication of the investigation findings and recommendations

- How to effectively communicate the investigation findings and recommendations

Step 9: Implementation

- How to implement the incident recommendations

Step 10: Evaluate the effectiveness

- How to do a follow-up of the corrective measures

Step 11: Ensure continuous improvement

- How to make changes for continuous improvement

Module 6: Incident Investigation Flow Chart

- Example of an Investigation flow chart

Module 7: Practical case study

Purpose of the course:

The recording, reporting and investigation of work-related injuries and diseases, is a legal requirement and forms a vital part of an effective occupational health and safety system.

Accidents don't just happen, they are caused. The purpose of an incident investigation is to identify the root cause(s) of incidents in order to take corrective action(s) and implement the necessary controls to prevent further occurrences of such events.

By attending this course delegates will be equipped with the knowledge and skills to be able to effectively record, report and investigate work-related incidents and diseases.



Incident Investigation of Work-Related Injuries and Diseases Course

1 Day Course

The course material also includes:

Examples of various incident flow charts, legal registers, incident reporting and investigation templates, etc.

The course will be useful for:

- Appointed incident investigators
- Health and safety practitioners
- Directors – Section 16(2) appointees
- Compliance officers and security officers
- Human resource managers
- Managers and supervisors
- Health and safety representatives and committee members
- Union representatives
- Persons involved with the day-to-day activities of health and safety

For further information contact:

(012) 666 8284
or
deidre@labourguide.co.za



Introductory Course on Transformation and Requirements of Broad Based Black Economic Empowerment

1 Day Course

Course Content

Module 1: Introduction

- A brief background of the purpose of BBBEE and Transformation
- Why it is important in South Africa?
- Transformation and Sustainability links
- Some history

Module 2: Understanding how all the transformation pieces of legislation fit together

- Understanding how all the pieces of legislation on transformation interact and deliver on the constitutional imperative:
 - BBBEE
 - Employment Equity Act
 - Skills Development Act
 - Preferential Procurement Act
 - Enterprise Development
 - Promotion of Equality Act and Prevention of Unfair Discrimination Act
- Review of some relevant regulations and their application
- Governance structures and policies that impact transformation
- BBBEE fronting and the challenges
- Individual exercise on input to this point

Module 3: Why a business needs a transformation policy?

- Developing a transformation strategy in your business (theory)
- Integrating transformation strategy into your business strategy
- Exercise on drafting a transformation statement
- Importance of communicating your transformation strategy and goals to employees and clients

Module 4: Scorecards

- Designing a transformation scorecard linked to your business and transformation strategy
- Developing targets and stretch targets
- Sector specific scorecards
- Designing and evaluating your BBBEE scorecard
- BBBEE Audits: Discussion
- Monitoring your scorecards internally
- Exercise on a scorecard: Example

Module 5: Some recent BBBEE decisions in relation to organs of state

- Minister of Finance vs Afribusiness NPC
- 2022 Regulations placeholder



Introductory Course on Transformation and Requirements of Broad Based Black Economic Empowerment

1 Day Course

Purpose of the course:

To give theoretical and practical explanations on how transformation legislation is important to South Africa, how it fits together within South Africa and why it is important to have a Transformation Policy to pursue BBBEE targets. Understanding a scorecard at a high level, and some updates on current cases and regulations in relation to BBBEE.

Upon completion of the course delegates will be able to:

- Understand the purpose and intent behind all pieces of transformation legislation and its links that make up BBBEE
- Draft a transformation statement and strategy outline
- Be able to understand how scorecards are developed, and develop one
- Understand the preferential procurement framework and the requirements
- Knowledge of the proposed regulations to address the challenges in Government
- Discuss recent constitutional court cases on BBBEE.

The course will be useful for:

- Transformation managers
- HR managers
- Employment Equity managers
- Diversity Managers
- Skills Managers
- Line Managers
- Union representatives or officials
- Employment Equity, Skills Development or Diversity committee members

Registration fee:

R2,540.00 Per Delegate

- Price per delegate for the interactive online presentation
- Includes course material and certificates.

Course material will only be made available to paid participants.

Seats are limited. Early booking is essential.

For further information contact:

(012) 661 3208 / (012) 661 1411
or
psenekal@labourguide.co.za / hanlie@labourguide.co.za



Noise Induced Hearing Loss Regulations Training Course

1 Day Course

Module 1: Introduction

- Health and safety and law in South Africa
- Significant terms and definitions (OHSA)
- The duties of employers towards employees
- Responsibilities of employees
- The responsibilities of employers towards other persons (third parties)

Module 2: Protection of Persons Against Hazardous Biological Agents

- Health effects of hearing loss
- Noise level of household and workplace sources
- Protection of persons against occupational Noise-Induced Hearing Loss
- Composition of the regulations
- Noise-Induced Hearing Loss Regulations (NIHLR), 2003
 - NIHLR 1 Important definitions
 - NIHLR 2 Scope of application
 - NIHLR 3 Exposure to noise
 - NIHLR 4 Information and training
 - NIHLR 5 Duties of persons who may be exposed to noise
 - NIHLR 6 Assessment of potential noise exposure
 - NIHLR 7 Noise monitoring
 - NIHLR 8 Medical surveillance
 - NIHLR 9 Noise zone
 - NIHLR 10 Control of noise exposure
 - NIHLR 11 Record
 - NIHLR 12 Hearing protective equipment
 - NIHLR 13 Maintenance of control measures
 - NIHLR 14 Offences and penalties

Module 3: The Reporting and Processing of Occupational Disease

- Reporting to the Chief Inspector regarding occupational diseases
- Aim of the COIDA
- Criteria for occupational diseases
- Guidelines for the registration of an Occupational Disease

Purpose of the course:

This training applies to employees who might be exposed to noise at or above the noise-rating limit. Training for these individuals is required under the Noise-Induced Hearing Loss Regulations (NIHLR), 2003.

Because noise-induced hearing loss (NIHL) usually happens gradually and the symptoms are not always apparent, it is vital to educate employees on the effects of exposure to loud noise and train them to properly use hearing protection. This training course will be helpful in order to ensure effective hearing protection for employees and other persons at work.

The course will be useful for:

- Managers
- Health and Safety Officers
- Health and Safety Representatives
- Health and Safety Committee Members
- Union Representatives
- Persons might be exposed to noise at or above the noise-rating limit

For further information contact:

(012) 666 8284

or

deidre@labourguide.co.za



OHS Act Health and Safety Principles Course

1 Day Course

Module 1: Introduction

- Legal liability – civil and criminal/ purpose of the OHS Act

Module 2: Policies; rules and procedures

- Safety rules and procedures/ SHE policies

Module 3: Daily concerns

- Persons involved/ roles and duties of employers; workers and contractors/ unlawful actions/ contractors' agreements/ letter of good standing

Module 4: Identifying and dealing with workplace hazards and risks

- Managing workplace hazards and risks/ reasonably practical principal

Module 5: Administrative functions

- Reporting, recording and investigating of workplace incidents and diseases/ copy of the act, offenses and penalties

Module 6: Communication

- Health and safety representatives and committees

Module 7: Personal protective equipment and symbolic safety sign

- Personal protective equipment/ certain deductions forbidden/ duty not to interfere with, damage or misuse things/ symbolic safety signs/ wall charts

Module 8: General safety issues

- First aid and first aid boxes/ intoxication/ housekeeping/ stacking and storing of articles/ elevated positions/ use of ladders/ stair cases/ ramps/ flammable liquids

Module 9: Facilities and environmental conditions

- Toilets; baths, showers and change rooms/ sanitation and conditions of facilities/ number of facilities
- Office temperatures/ lighting/ ventilation / housekeeping

Module 10: Electrical issues, machinery, lifts and escalators

- Electrical installations/ CoC certificates/ authorized persons/ electric fences
- Use of machinery/ duties of the user/ installations/ inspections/ maintenance
- Safe work procedures

Module 11: Hazardous chemical agents and ergonomics in the workplace

- SDS's on substances used/ dealing with HCA
- Seating / desks/ computer work stations

Module 12: Emergency procedures

- Emergency preparedness/ evacuation plans and procedures



OHS Act Health and Safety Principles Course

1 Day Course

Who should attend?

- Employers and employees
- HR officers
- Managers
- Health and safety officers
- Safety and security personnel
- All persons involved with the day-to-day activities of Health and Safety
- Medical personnel and emergency personnel
- Contractors
- Health and Safety Representatives and union representatives
- Health and safety committee members/ possible co-opted members

Purpose of the course:

Health and Safety in South Africa are largely governed by the Occupational Health and Safety Act.

The course provides an overview of the legislation, policies and practices relating to occupational health and safety. Health and safety legislation creates minimum standards that need to be complied with. Participants will receive practical information on relevant and current health and safety matters. It informs individuals of their rights and responsibilities in order to secure a safe and healthy work environment for all. The basic requirements of legislation are included in this document.

The qualifying learner will be:

- able to understand the general prescriptions and principles of the Occupational Health and Safety Act
- familiar with the different role players involved in health and safety and each individual's rights and responsibilities
- able to recognize and correct work-related hazards and risks
- able to compile and comply with health and safety policies; rules and procedures
- familiar with the general administrative functions prescribed by legislation
- able to understand the role of ergonomics in the workplace
- to understand the importance of emergency procedures for the workplace

For further information contact:

(012) 666 8284
or

deidre@labourguide.co.za



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Module 1: Introduction

Module 2: The Code of Good Practice

Module 3: Fair procedure prior to disciplinary hearing

- Introduction
- Procedural rights
- Procedural fairness

Module 4: The role players in the disciplinary process

- Who does what?
- The appointment of the investigator

Module 5: Identify and investigate the misconduct

- Absence without leave or permission
- Failure to inform the employer of the reasons for absence
- Abusive language and racist remarks
- Assault
- Competing with the employer / conflict of interest
- Damage to property
- Negligence
- Disclosing confidential information
- Dishonesty
- Alcohol or drug abuse / drinking on duty
- Falsification of records
- Fraud
- Bringing the employer's name into disrepute
- Insubordination / insolence
- Refusal to work overtime
- Sexual harassment
- Sleeping on duty
- Theft/unauthorised possession

Module 6: The investigation

- Introduction: substantive fairness
- Guidelines in cases of dismissal for misconduct: Item 7 of the Code

Module 7: Witness statements

- How to take down statements?
- Be concise
- Objectivity
- Comprehensibility
- Honesty
- Statements made voluntarily
- Language
- Sworn statements or statements taken under oath
- The form of the statement



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Module 8: Finalising the investigation and charging the employee

- Deciding on the charges
- How to draw up a charge sheet for misconduct
- When to hold a formal disciplinary hearing?
- When to hold an informal hearing?
- Suspension of the employee
- Informing the employee of the charges

Module 9: Preparing for the disciplinary hearing

- Final preparation
- Do's and don'ts for initiators
- Must the police be involved?

Module 10: The disciplinary hearing

- Leading and testing evidence and versions
- The opening statement
- Evidence in chief
- Cross-examination
- Re-examination
- Written statements

Module 11: Evaluating evidence

- Introduction
- Evidentiary burden
- Sources of evidence, different types of evidence and its admissibility during arbitrations

Module 12: Finalising the disciplinary hearing

- The reconvening of the hearing
- Sanctions available
- Counselling, training and verbal warnings
- Written warnings
- The final written warning
- Temporary suspension of employment
- Dismissal for misconduct
- Requirements for proving the procedural fairness of a dismissal

Module 13: Misconduct incident investigation diary

Module 14: Disciplinary code

Module 15: Notice of enquiry

Purpose of the course:

Delegates found competent in this unit standard are able to understand the fundamentals of initiating a hearing and preparing and presenting the company's case.



The Investigation, Preparation and Presentation of the Case for the Complainant at the Disciplinary Hearing

1 Day Course

Upon completion of the course delegates will be able to:

- conduct an investigation
- identify the misconduct
- prepare and formulate the charges for a disciplinary hearing
- represent the company at a disciplinary hearing.

The course will be useful for:

- ER managers, HR managers, general managers, line managers, supervisors
- union representatives, individuals that act as initiators in disciplinary hearings, labour consultants and labour law practitioners.

For further information contact:

(012) 661 3208 / (012) 661 1411

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The Mine Health and Safety Act (Legal Liability)

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: Legislation and Safety Management in South Africa

- Legislative history
- Health and safety legislation in South Africa
- Civil and criminal liabilities

Module 2: Foundations and Principles of Safety Management

- Safety management and the organisation
- Principles of safety management

Module 3: Overview of MHS Act

- The title of the Mine Health and Safety Act
- Regulations of the MHS Act

Module 4: The Role of the CEO and/or Owner of the Mine and the General Duties of Management

- Structure and responsibilities
- The role of the CEO and the general duties of management

Module 5: The Employers Responsibilities to Employees and other Persons

- The employer's responsibilities towards employees
- The general responsibilities of employers towards other persons

Module 6: Information, Communication, Training and Supervision

- SHE policy and the MHS Act
- Responsibility of the employer to inform, communicate and training
- Supervision

Module 7: Responsibilities of Employees and the Principle of Vicarious Liability

- Responsibilities of employees
- Acts or omissions by employees
- Letter of good standing

Module 8: Legal Responsibilities of Manufacturers, Designers, Importers, Sellers or Suppliers Regarding the Use of Articles and Substances at Work

- MHS Act prescriptions relating to manufacturer's and supplier's duty for health and safety

Module 9: Good Organisational Governance, Management Commitment, SHE Excellence and Control

- Good organisational governance
- Achieving SHE excellence
- Management commitment
- Creating a safety culture
- Monitoring by management
- Common areas of control



The Mine Health and Safety Act (Legal Liability)

1 Day Course

Module 10: Health and Safety Representatives and Committees

- MHS Act requirements applicable to health and safety representatives
- MHS Act requirements regarding the establishment of health and safety committees

Module 11: Reporting, Recording and Investigation of Occupational Injuries and Diseases

- Reporting of occupational injuries and diseases to the employer
- Reporting of occupational injuries to the authorities
- Reporting of occupational diseases to the authorities
- Correct reporting procedures
- Proper recording of incidents (record keeping)
- Disturbing the site

Module 12: Applicable SHE Legislation

- Personal safety equipment and facilities
- Employees not to pay for safety measures
- Safety equipment not to be interfered with
- Exemptions
- Health and safety agreements
- Offences and penalties

Module 13: Risk Assessments; Systems or Program Approach

- Safety risk assessment
- The systems or program approach

This course is aligned to Unit Standard:

US 120344 - Demonstrate knowledge and understanding of relevant current occupational health and safety legislation

NQF Level: 4

Purpose of the Course:

Learners found competent in this unit standard will be able to explain the basic principles of relevant current health and safety legislation and the consequences of non-compliance.

The qualifying learner is capable of:

- Explaining the basic principles of the Act and accompanying Regulations.
- Explaining the requirements for minimum compliance stipulated in the Act.
- Interpreting the management controls required to achieve compliance.
- Explaining the obligations of managers in terms of communication and training.



The Mine Health and Safety Act (Legal Liability)

1 Day Course

The programme will be useful for managers at all levels including:

- The CEO
- Chief Operating Officer
- General Managers
- Mine managers
- Subordinate mine managers
- Engineers
- Shift bosses
- Mine overseers
- Safety and security officers
- Compliance officers
- Union Representatives
- Learners in commercial and industrial insurance.

For further information contact:

(012) 666 8284
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deidre@labourguide.co.za



The OHS Act and the Responsibilities of Management (Legal Liability)

1 Day Course



South African Institute of
Occupational Safety and Health

Verified - 2 CPD Points

Module 1: Legislation and Health and Safety Management in South Africa

- Legislative history/health and safety legislation in South Africa
- Civil and criminal liabilities

Module 2: Foundations and Principles of Health and Safety Management

- Safety management and the organisation
- Principles of safety management

Module 3: Overview of the Occupational Health and Safety Act (OHS Act)

- Overview of the OHS Act (the aim and scope; sections and regulations)
- Significant terms and definitions
- New Covid-19 laws and prescriptions for the workplace (post the Disaster Management Act)

Module 4: The Legal Responsibilities of Interested and Affected Parties

- Legal structure and responsibilities
- The role of the CEO and the general duties of management
- Health and safety policy
- The general responsibilities of employers towards employees
- The general responsibilities of employers towards other persons
- Information, communication, training, and supervision - including supervision of machinery
- Explanation of a competent person
- Responsibilities of employees
- Acts or omissions by employees and mandatories (including the principle of vicarious liability)
- Contractor management (contractor's agreements; letters of good standing etc.)
- The health and safety practitioner and co-coordinator
- Legal responsibilities of manufacturers, designers, importers, sellers, or suppliers regarding the use of articles and substances at work

Module 5: Good Organisational Governance, Management Commitment, Health and Safety Excellence and Control

- Good organisational governance
- Achieving health and safety excellence
- Management commitment
- Creating a health and safety culture
- Monitoring by management
- Common areas of control

Module 6: Applicable Health and Safety Legislation

- Health and safety representatives and committees
- Record keeping
- Reporting of occupational injuries and diseases
- Investigation of incidents
- Certain deductions prohibited/ personal safety equipment and facilities/ copy of the Act
- Exemptions/health and safety agreements
- Offences and penalties



The OHS Act and the Responsibilities of Management (Legal Liability)

1 Day Course

Module 7: Risk Assessments; Systems or Program Approach

- Health and safety risk assessments (Baseline, Issue-Based and Continuous Risk Assessments)
- A systems or program approach
- Design and implementation of an effective health and safety system

Purpose of the course:

After attending this course, learners will be able to explain the basic principles of relevant current health and safety legislation and the consequences of non-compliance.

This course is aligned to Unit Standard:

US 120344 - Demonstrate knowledge and understanding of relevant current occupational health and safety legislation.

NOF Level: 4

Upon completion of the course delegates will be able to:

- Explaining the basic principles of the Act and accompanying Regulations.
- Explaining the requirements for minimum compliance stipulated in the Act.
- Interpreting the management controls required to achieve compliance.
- Explaining the obligations of managers in terms of communication and training.

The course will be useful for managers at all levels including:

- The CEO-Section 16(1) or Managing Director
- Section 16(2) appointees/Directors
- Engineers
- Middle management and line management
- Supervisors
- GMR 2(1) appointees
- GMR 2(7) appointees
- Safety and security officers
- Compliance officers
- Union representatives and
- Learners in commercial and industrial insurance.

For further information contact:

(012) 666 8284
or

deidre@labourguide.co.za



OHS Act – Legal Liability for Executives

4 Hour Workshop

Course Content

- Basic introduction to the Occupational Health and Safety Act (OHS Act)
- Health and safety legislation in South Africa
- Legislation
- Liability (Civil and Criminal)
- The principal features of the OHS Act
- Objectives and aims of the Act
- Definitions and legal interpretation
- Legal and general duties in terms of the Act
- The role of the employer, the employee, the chief executive officer and the self-employed person
- Legal accountability
- Competent person
- Covid-19 laws and prescriptions for the workplace (post the Disaster Management Act)
- Structure of the OHS Act
- Third-party agreements
- The principle of vicarious liability
- Legal responsibilities of mandatories
- Line management and the safety practitioner
- Legal responsibilities of manufacturers, designers, importers, sellers or suppliers regarding the use of articles and substances at work
- Establishing an effective Health and Safety Management System
- Setting up a pro-active health and safety structure
- General prohibitions
- Offences and penalties
- Incorporating health and safety standards
- The Act binds the state
- Developing a safety strategy and culture

Purpose of the Course

During this seminar, we will focus on the basic principles of Health and Safety legislation and the consequences of non-compliance. The session will provide management, decision-makers and practitioners with a consistent language and approach toward the effective management of health and safety aspects and its influence on their own work situation.

The requirements of legislation are included in this document like the rights, functions, powers and duties of management.

Who should attend?

- CEO-Section 16(1)
- Managing Director
- Section 16(2)
- Directors
- Engineers

For further information contact:

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Workplace Skills Plans and Annual Training Reports Course

Skills development has evolved from a compliance requirement to a strategic tool for boosting B-BBEE levels and creating meaningful impact. By aligning with the Skills Development Act, businesses not only unlock growth opportunities but also contribute to the nation's workforce transformation. A well-crafted Workplace Skills Plan (WSP) and a robust Annual Training Report (ATR) form the backbone of a demand-driven skills development system. These tools empower organisations to respond dynamically to South Africa's evolving economic and social priorities, ensuring relevance, resilience, and long-term success. Enroll now to lead this transformation and position your business at the forefront of sustainable growth!

1 Day Course

Course content

The purpose of workplace skills planning is to outline how organisations will address their training and skills development requirements. WSPs support employers in the recognition and implementation of various skills development programmes such as learnerships and internships to deal with skills gaps within a company.

Module 1: Introduction

- A business case for providing training in South Africa
- The relevance of Training as a Competitive Edge for your business
- Your Legislative Responsibility to roll out training in your business
- Training as a Strategic Short and Long-Term Business Goal Initiative
- Budget Allocation for Training Development Solution
- Skills Development Levy Process
- The working application of Mandatory Grants and Discretionary Grants
- Tax Incentives and Implications of the Skills Levies

Module 2: How to compile a proper training needs analysis to submit your annual Workplace skills Plan

- The role of HR as a business solution
- The role of management as a business driver
- Compiling and submitting the WSP
- Compile the WSP for review
- Skills Auditing for Desired Performance Outcomes
- The purpose of the Annual Training Report
- Pivotal Training Plans and Pivotal Training Reports

Module 3: Overview of Skills Development Legislation

- Understand the historical context of Skills Development in South Africa
- Identify key legislation: Skills Development Act (1998) and related amendments
- Skills Development Levy Act 9 of 1999
- Sector Education Training Authorities
- South African Qualifications Authority (SAQA) Act (Act 58 of 1995)
- Quality Council for Trades and Occupations – QCTO
- The National Skills Fund (NSF) – Overview
- Registering a Skills Development Facilitator (SDF)
- Setting up a Training Committee
- The role of the Skills Development Facilitator and Skills Committee



Workplace Skills Plans and Annual Training Reports Course

1 Day Course

Module 4: The Transition of SETAs and Future Directions

- SETAs Transition and Realignment
- Expanded Role of the QCTO
- Introduction of the Skills Strategy of the QCTO
- Quality Assurance Changes
- Legislative Framework Adjustments
- Implications for Stakeholders
- Strategic Focus Areas in Skills Development
- Accountability Mechanisms
- Challenges facing Workplace skills planning
- How relevant is accreditation
- Can non accredited courses be claimed back
- What to expect by 2030
- Conclusion and Thoughts to prepare for

Module 5: Practical Session

- Practical completion of Workplace Skills Plans and Annual Training Reports

Purpose of the Course:

In today's competitive and regulated business landscape, compliance with the Skills Development Act isn't just a legal requirement – it's an opportunity to strategically position your organisation for growth. Businesses with an annual payroll exceeding R500,000 are required to pay Skills Development Levies (SDL). These organisations must also submit a Workplace Skills Plan (WSP) and Annual Training Report (ATR) by 30 April each year to their respective SETA.

For many organisations, compiling and submitting these reports remains a daunting challenge, yet it is essential. The WSP identifies a company's skills gaps and outlines training interventions to address them, while the ATR measures the progress of the previous year's WSP implementation. This course demystifies these processes, empowering your business to meet compliance requirements while leveraging skills development as a tool for transformation and sustainability.

Why Attend This Course?

- Unlock Financial Benefits:
 - Qualify to reclaim up to 20% of your Skills Development Levy (SDL) through mandatory grants.
 - Gain access to discretionary grant funding to address critical and scarce skill shortages in your sector.
- Boost Your B-BBEE Scorecard:
 - Maximize points under the Skills Development priority element, enhancing your company's empowerment credentials.
- Strengthen Workforce Competency:
 - Pinpoint gaps between the skills your employees possess and the skills your organisation needs.
 - Implement targeted training programs to bridge these gaps effectively.
- Drive Strategic Workforce Planning:
 - Develop a clear and actionable workforce strategy aligned with your business objectives.
 - Ensure workforce requirements are directly tied to organisational growth and innovation.

How This Course Empowers You:

Through practical insights and hands-on guidance, this course equips participants to:

- Conduct skills audits to identify critical workforce needs.
- Use performance management and succession planning to align skills development with long-term goals.
- Prepare for new processes and technological advancements that will shape your industry.



Workplace Skills Plans and Annual Training Reports Course

1 Day Course

Who Should Attend?

This course is invaluable for professionals responsible for shaping, managing, or implementing skills development initiatives, including:

- Skills Development Facilitators (SDFs)
- HR Managers and HR department staff
- Members of Skills Development and Employment Equity Committees
- Senior managers seeking a deeper understanding of skills development compliance and strategy
- Union representatives invested in workforce transformation

Compelling Reasons to Enroll:

This course doesn't just teach you about compliance—it transforms the way you view workforce development. By integrating skills development with your strategic business objectives, you'll not only meet regulatory requirements but also create a resilient, future-ready workforce that drives organisational success. Make skills development your competitive edge—enroll today!

Course Presented by Dr Graeme Lategan

Dr. Graeme Lategan is a globally recognized corporate trainer, keynote speaker, and culture strategist with over 35 years of leadership excellence. Having worked with some of the largest industries across the world, Dr. Lategan's influence spans corporate boardrooms, public sector organisations, and global conferences. His extensive portfolio includes delivering transformative training sessions in diverse sectors such as manufacturing, government, finance, logistics, and telecommunications.

Renowned for his dynamic and engaging energy, Dr. Lategan has facilitated impactful programs for multinational corporations and high-stakes industries, helping them navigate complex challenges while unlocking their full potential. His expertise lies in equipping leaders and teams with the tools to thrive in rapidly evolving environments, using customized strategies tailored to organisational needs.

In this course, Dr. Lategan brings his international experience to demystify the Skills Development Act and empower organisations to elevate their workforce strategies. From crafting precise Workplace Skills Plans (WSPs) to submitting comprehensive Annual Training Reports (ATRs), participants will learn how to turn compliance into a competitive edge. He will show you how to unlock critical funding opportunities, maximize B-BBEE points, and future-proof your workforce with targeted training programs.

Expect a course unlike any other—Dr. Lategan's global perspective, practical insights, and electrifying energy will challenge, inspire, and empower you to lead skills development initiatives that drive organisational growth and innovation.

This is not just a course; it's a transformational experience led by one of the world's most respected corporate trainers. Enroll today and join the ranks of organisations that have benefited from Dr. Lategan's unmatched expertise!

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