


SKILLS PROGRAMME DOCUMENT					
Skills Programme Title		Conflict Management			
NQF Level	5	Credits	8	Duration in days	10 Days
Skills Programme ID Number		SP-210502			
Skills Programme Status	Approved	Start Date	End Date		
		11/05/2021	11/05/2026		
Last date for enrolment	11/05/2027	Last date for achievement	11/05/2030		

SKILLS PROGRAMME DETAILS

Title	Conflict Management
Sub Title	Human Resources Management
NQF Level	05
Duration	10 days
Credits	8
Quality Assuring Body	Quality Council for Trades and Occupations (QCTO)
Skills Rationale	<p>There is no skills program already registered by QCTO. Conflict in the workplace negatively affect the productivity and quality of work.</p> <p>Effective and efficient management of conflicts to create peace and harmony in the workplace (on a prevention basis).</p> <p>A qualified learner will be able to:</p> <ul style="list-style-type: none"> - Identify and describe the main sources of conflict. - Distinguish types of conflicts - Apply appropriate strategies to manage conflict. - Resolve conflict using appropriate techniques in the workplace. - Develop and implement follow up plans - Compile conflict resolution reports
Related registered qualification/s	<p>Further Education and Training Certificate: Leadership Development – 50081 (NQF Level 4)</p> <p>National Certificate: Conflict Management and Transformation - 49257 (NQF Level 5)</p>
Purpose	<p>To identify and manage the resolution of conflict between persons or parties in the workplace.</p> <p>A qualified learner will be able to:</p> <ul style="list-style-type: none"> - Identify and describe the main sources of conflict. - Distinguish types of conflicts

	<ul style="list-style-type: none"> - Apply appropriate strategies to manage conflict. - Resolve conflict using appropriate techniques in the workplace. - Develop and implement follow up plans - Compile conflict resolution reports 	
Content	<p><u>Knowledge component</u></p> <p>Topic 1: Sources of conflict.</p> <p>Topic 2: Types of conflicts</p> <p>Topic 3: Strategies for conflict management.</p> <p>Topic 4: Techniques in conflict management.</p> <p>Topic 5: Conflict consequences analysis</p> <p>Topic 6: Emotional intelligence in conflict resolution</p> <p>Topic 7: Components of Conflict Resolution Report</p>	<p><u>Application component</u></p> <p><u>Topic 1:</u> Apply teamwork in conflict resolution process.</p> <p>Topic 2: Profile a conflict at a workplace.</p> <p>Topic 3: Analyse a conflict profile and determine the causes of conflict</p> <p>Topic 4: Determine and implement appropriate conflict management strategies</p> <p>Topic 5: Select and apply conflict resolution techniques</p> <p>Topic 6: Analyse and profile conflict consequences</p> <p>Topic 7: Apply emotional intelligence in conflict resolution engagement</p> <p>Topic 8: Compile and implement conflict resolution follow up plan</p> <p>Topic 9: Compile conflict resolution report</p>
Minimum entry requirements	NQF Level 4 or equivalent	
Exit Level Outcomes	<ul style="list-style-type: none"> - Identify and describe the main sources of conflict. 	

	<ul style="list-style-type: none"> - Analyse and evaluate conflict submission by affected parties - Distinguish types of conflicts - Apply appropriate strategies to manage conflict. - Resolve conflict using appropriate techniques in the workplace. - Develop and implement follow up plans - Compile conflict resolution reports - Communicate effectively with an employer and employees with regard to conflict issues.
<p>Assessment</p>	<p>Continuous Assessment</p> <p>Written Test Portfolio of Evidence Practical is evaluated continuously</p> <p>Supervised Assessment</p> <p>Written Examination, 3 hours</p> <p>Final Mark= (Test (30%) + PoE (20%) + Examination (50%))</p>
<p>Recognition of Prior Learning (RPL)</p>	<ul style="list-style-type: none"> • Learners will gain access to the skills programme through RPL for Access as provided for in the QCTO RPL Policy. RPL for access is conducted by an accredited institution, skills development provider or workplace accredited to offer that specific skills programme. • Learners who have already acquired competencies of modules of a skills programme will be exempted from modules through RPL. Such learners will be awarded credits towards the skills programme. • Learners who complete this skills programme will accumulate credits towards the relevant full or part qualification. The Credit Accumulation and Transfer (CAT) Policy shall apply to these learners

<p>Work Opportunities/further learning</p>	<p>After completion of the course learner's will have knowledge on how to deal with conflict in the workplace and elsewhere.</p> <p>The learners will be upskilled on a regular basis as and when there is changes within the Industry.</p> <p>Certificate in Conflict Resolution, NQF Level 5.</p>
<p>Skills Development Provider Accreditation Requirements</p>	<p>a) Facilitator: NQF Level 5 qualification in HRM</p> <p>b) Moderator: NQF Level 5, with 3 years relevant working experience.</p> <p>Fully furnished classroom, with OHS compliance, light, ventilation.</p>