

Qualification Information:	Qualification Title	Skills Programme ID	NQF Level		Credits
Curriculum Code:	Skills Programme: Conflict Management	SP-210502	05		08
Knowledge Component		Notional Hours	Implementation Schedule (8 Hourly)	Assessment Schedule	Training Venues
Topic 1:	Sources of conflict.	6 Hours		1 day	Main Campus
Topic 2:	Types of conflict.	6 Hours		1 day	Main Campus
Topic 3:	Strategies for Conflict Management	6 Hours		1 day	Main Campus
Topic 4:	Techniques in Conflict Management	6 Hours		1 day	Main Campus
Topic 5:	Conflict Consequences Analysis	6 Hours		1 day	Main Campus
Topic 6:	Emotional Intelligence in conflict resolution	6 Hours		1 day	Main Campus
Topic 7:	Components of conflict Resolution Report				
Practical Component			(8- Hourly Training sessions)		
Topic 1:	Apply teamwork in conflict resolution process.	6 hours		1 day	Main Campus
Topic 2:	Profile a conflict at a workplace	6 hours		1 day	Main Campus
Topic 3:	Analyse a conflict profile and determine the causes of conflict	6 hours		1 day	Main Campus
Topic 4:	Determine and implement appropriate conflict management strategies	6 hours		1 day	Main Campus
Topic 5:	Select and apply conflict resolution techniques	6 hours		1 day	Main Campus
Topic 6:	Analyse & profile conflict consequences	6 hours		1 day	Main Campus
Topic7::	Apply emotional intelligence in conflict resolution engagement	6 hours		1 day	Main Campus
Topic 8:	Compile & implement conflict resolution follow up plan	6 hours		1 day	Main Campus
Topic 9	Compile conflict resolution report	6 hours		1 day	Main Campus

## General Information

### Skills Programme Rationale

A qualified learner will be able to:

- 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

### Purpose

To identify and manage the resolution of conflict between persons or parties in the workplace.

A qualified learner will be able to:

- 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

### Minimum entry requirements

NQF Level 4 or equivalent

### Continuous Assessment

- Written Test
- Portfolio of Evidence
- Practical is evaluated continuously

### Supervised Assessment

- Written Examination, 3 hours
- Final Mark= (Test (30%) + PoE (20%) + Examination (50%))

### Course Requirements:

- Study Material / Log Book

### Work Opportunities/further learning

- After completion of the course learner's will have knowledge on how to deal with conflict in the workplace and elsewhere.
- The learners will be upskilled on a regular basis as and when there is changes within the Industry.
- Certificate in Conflict Resolution, NQF Level 5.

### Exit Level Outcomes

- 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
- Identify and describe the main sources of conflict.
- Communicate effectively with an employer and employees with regard to conflict issues.

### Fees

- Registration Fees: **R1000**
- Deposit fees:**R3000**
- Total Fees: : **R9,500**

**Duration:** 10 Days

## **Skills Programmes**

There is no **EISA** for skills programmes. Instead, the skills programme document gives the specifications for a **Final Integrated Supervised Assessment (FISA)** instrument that learners will need to complete. The SDP is responsible for setting and moderating the **FISA**.

The SDP needs to submit skills programme results to the QCTO within 21 days.

The assessment and moderation process must still be quality assured by the QCTO before the learners can be certificated. The Assessment team samples learners and looks at the tool and moderation reports.

## **FISA**

A decentralised **Final Supervised Assessment** takes place for historically registered qualifications (in addition to the current PoE practice), as well as for **QCTO Skills Programmes**

## **CERTIFICATION**

SDPs are not allowed to print their own certificates for occupational qualifications. Certificates are issued by the QCTO's secure CVS certification system.