

SAQA ID	QUALIFICATION TITLE	NQF LEVEL	CREDITS	DURATION
SP210409	Conflict Management	5	8	10 days

A. Quality Assurance Body

Quality Council for Trades & Occupations (QCTO)

B. Assessment Quality Partner

Service Sector Education & Training Authority (SSETA)

C. Qualification Overview

Purpose:

The purpose of this skills programme is to equip participants with an ability 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

D. Exit Level Outcomes.

1. Identify and describe the main sources of conflict
2. Analyse and evaluate conflict submission by affected parties
3. Distinguish types of conflicts
4. Apply appropriate strategies to manage conflict.
5. Resolve conflict using appropriate techniques in the workplace.
6. Develop and implement follow up plans
7. Compile conflict resolution reports
8. Communicate effectively with an employer and employees with regard to conflict issues.

E. Entry Requirements

The minimum entry requirement for this qualification is:

- NQF level 4 or equivalent

F. Qualification Modules

1. Knowledge Modules

Topic 1: Sources of conflict

Topic 2: Types of conflicts

Topic 3: Strategies for conflict management.

Topic 4: Techniques in conflict management.

Topic 5: Conflict consequences analysis

Topic 6: Emotional intelligence in conflict resolution

Topic 7: Components of Conflict Resolution Report

2. Practical Modules

Topic 1: Apply teamwork in conflict resolution process.

Topic 2: Profile a conflict at a workplace.

Topic 3: Analyse a conflict profile and determine the causes of conflict

Topic 4: Determine and implement appropriate conflict management strategies

Topic 5: Select and apply conflict resolution techniques

Topic 6: Analyse and profile conflict consequences

Topic 7: Apply emotional intelligence in conflict resolution engagement

Topic 8: Compile and implement conflict resolution follow up plan

Topic 9: Compile conflict resolution report

NB

All modules are compulsory

No requirement for workplace exposure.

G. Delivery Methodology

- Face to face contact sessions at an approved QCTO venue
- Virtual support sessions

H. Assessment

Assessment will comprise the following.

- Completion of formative and summative assessment tasks
- Completion of workplace logbook tasks
- Learner reporting to the QCTO
- Preparing learners for the Final Integrated Summative Assessment (FISA)
- Completion of a QCTO an approved FISA which will be conducted by VB Skills Development Institute

I. Certification

The QCTO will issue successful candidates with.

- Statement of Results
- Certificate of Competence