

TRAINING PROGRAMME FOR SHOPSTEWARDS

1. INTRODUCTORY PROGRAMME

WHO SHOULD ATTEND?

The target audience and group is new and existing shop -stewards who have had little or no experience in representing members at internal dispute resolution processes, participating in consultative workplace processes. Officials seeking a good fundamental grounding in principles of labour law.

GOAL OF INSTRUCTION

- Understand the rights and responsibilities of the Employee and Employer in the employment relationship
- Understand the legal framework that governs the Employment relationship
- Outline organisational rights
- Distinguish between rights and mutual interest
- Explain the recognition agreement and/or collective agreement specific to your union/company
- Rules and policy framework
- Procedural and substantive fairness
- How to represent a member at a disciplinary and grievance hearing
- How to make opening statements
- How to lead witnesses through evidence in chief
- How to cross examine witnesses
- How to make closing submissions
- How to mitigate against sanction
- How to lodge a grievance
- How to represent member at grievance hearings
- Conflict resolution strategies

DELIVERY METHOD

Learners will receive a comprehensive manual at the introduction of the programme. Trainer will go to the premises of client every month for 2 consecutive days for 5 months for delivery the scheduled modules. During the five months the learner will undergo a Learner Assessment which is aimed at tracking their development over the duration of the programme and determining their further areas of development.

2. INTERMEDIATE PROGRAMME

WHO SHOULD ATTEND?

The target audience and group is experienced shop -stewards who represent members at internal disciplinary hearings, grievance hearings and negotiations.

GOAL OF INSTRUCTION

- Understanding the law on dismissals
- Understanding the law on Unfair labour Practice Disputes
- Understanding the law on Discrimination
- Preparing case strategy for representation of members at disciplinary and grievance hearings
- Cross examination techniques
- Understanding the law on Section 189 Retrenchment processes and the role of the shopsteward
- Conflict Resolution and Negotiation techniques
- How to lodge an Appeal and argue grounds of Appeal
- How to refer disputes to the CCMA/ Bargaining Councils
- How to represent members at conciliation

DELIVERY METHOD

Learners will receive a comprehensive manual at the introduction of the programme. Trainer will go to the premises of client every month for 2 consecutive days for 5 months for delivery the scheduled modules. In the sixth month the learner will undergo a Learner Assessment which is aimed at tracking your development over the duration of the programme and determining your further areas of development.