

Occupational Skills Programme

Conflict Management



Programme Details

PROGRAMME ID	SP - 210409
PROGRAMME TYPE	Accredited Skills Programme
PROGRAMME TITLE	Conflict Management
NQF LEVEL	5
DURATION	10 Days
MINIMUM CREDITS	8



Entry Requirements

To enroll in this qualification, a learner must possess one of the following: A Grade 12 National Senior Certificate (NSC) or National Certificate (Vocational) (NCV) at NQF Level 4. An equivalent NQF Level 4 qualification, demonstrating proven proficiency in Communication and Mathematical Literacy.

The primary purpose of **the Conflict Management skills programme** is to enable learners to identify, manage, and resolve conflicts between persons or parties within a workplace environment.

The programme addresses the fact that workplace **conflict negatively affects productivity** and work quality. Its goal is to facilitate the effective and efficient management of these disputes to create peace and harmony on a preventative basis.

By the end of the programme, a qualified learner is expected to be able to:

- **Identify and describe** the main sources and types of conflict.
- **Apply strategies** and techniques to manage and resolve conflict in the workplace.
- **Analyse and evaluate** conflict submissions from affected parties.
- **Develop and implement** follow-up plans.
- **Compile formal reports** regarding conflict resolution.
- **Communicate effectively** with both employers and employees regarding conflict-related issues.

Curriculum and Module Breakdown

The qualification consists of three compulsory components aligned with QCTO standards to ensure comprehensive skills development and the benefits of a structured learnership:

1. Knowledge Component
2. Practical Skills Component
3. Work Experience Component



Knowledge Modules (2 Credits)

Learners identify the sources and types of workplace conflict. They explain resolution strategies, the role of emotional intelligence, and the theoretical requirements for formal conflict reporting.

Practical Skill Modules (4 Credits)

Learners profile real or simulated conflicts to determine root causes. They apply specific resolution techniques, manage team dynamics, and draft follow-up plans and formal reports.

Work Experience Modules (2 Credits)

Learners integrate their skills by communicating resolution outcomes to employers and employees. They prove competence through a 3-hour examination and a Portfolio of Evidence (PoE)



A learner formally exits this Skills Programme (SP) upon the successful demonstration of competence across all three integrated components (Knowledge, Practical, and Workplace).



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