

LBSRDL034

Disciplinary and Grievance

| | |
|----------------------|---|
| Duration | 30 Minutes |
| Target group | Other Industries (military; leisure; aviation; public; others; etc.) |
| Prerequisites | No prerequisites are required to sit this course. |
| Objective | LO1: Define disciplinary & grievance procedures and why these are essential for businesses LO2: State the general employment legislation relating to matters of disciplinary and grievance LO3: Identify reasons when disciplinary action may be required LO4: List the typical steps to conducting a disciplinary & the potential outcomes LO5: Define the role of a manager in leading a disciplinary investigation LO6: Identify reasons why a grievance may occur in the workplace LO7: Explain how to handle a grievance and lead it through to a conclusion LO8: Describe the appeal process for disciplinary and grievance LO9: Explain the good practices that you can adopt to prevent disciplinary & grievance in the workplace |
| Contents | The course is available in the following languages: English; Turkish. This course will help you understand the typical process followed within the workplace when it comes to disciplinary and grievance. It will also provide you with some good practice that you, as a manager, can adopt in order to mitigate the need to invoke either of these procedures. |
| Exam | The assessment is taken during the course and is within the expected duration. |