

Course code	LBSRDL034
Course name	Disciplinary and Grievance
Duration	30 Minutes
Target group	Oil and Gas Industry
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	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.