

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

HIGHER NATIONAL UNIT SPECIFICATION

GENERAL INFORMATION

-Unit number-	6451577
-Unit title-	GRIEVANCE AND DISCIPLINE HANDLING
-Superclass category-	AJ
-Date of publication- (month and year)	JUNE 1997
-Originating centre for unit-	SQA

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Description of good practice in handling workplace grievance and discipline issues.

OUTCOMES:

1. describe the concepts of "fair and "unfair" dismissal as defined by employment law;
2. explain the components of disciplinary procedures;
3. explain the application of grievance procedures;

CREDIT VALUE: 1.0

ACCESS STATEMENT: Access is at the discretion of the centre, but a background in management or industrial relations would be beneficial.

Additional copies of this unit can be obtained from:

The Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ, (Tel: 0141-242 2168).

At the time of publication, the cost is £1.50 (minimum order £5.00).

HIGHER NATIONAL UNIT SPECIFICATION**STATEMENT OF STANDARDS**

Unit number: 6451577

Unit title: GRIEVANCE AND DISCIPLINE HANDLING

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. DESCRIBE THE CONCEPTS OF "FAIR" AND "UNFAIR" DISMISSAL AS DEFINED BY EMPLOYMENT LAW

PERFORMANCE CRITERIA

- (a) The description of "fair reasons" for dismissal are correct and consistent with current legal definitions.
- (b) The description of "unfair reasons" for dismissal are correct and consistent with current legal definitions.
- (c) The explanation of the concept of "reasonableness" in dismissal cases is accurate and consistent with current legal definitions.

RANGE STATEMENT

Dismissal: wrongful; constructive; fair; unfair.

Legal definitions: common law; statute law.

EVIDENCE REQUIREMENTS

Written and/or oral evidence which satisfies all the performance criteria and the range statement.

OUTCOME

2. EXPLAIN THE COMPONENTS OF DISCIPLINARY PROCEDURES

PERFORMANCE CRITERIA

- (a) The explanation of the need for disciplinary procedures is accurate in terms of the advice given by ACAS.
- (b) The description of the contents of a disciplinary procedure is correct as defined by the standards set out in the appropriate ACAS Code of Practice.
- (c) The identification of interview skills is accurate in terms of the advice given by ACAS.
- (d) The explanation of procedures to be followed in implementing disciplinary action are consistent with the advice given by ACAS.

RANGE STATEMENT

The range is fully expressed with the performance criteria.

EVIDENCE REQUIREMENTS

Written and/or oral evidence which satisfies all the performance criteria and the range statement.

OUTCOME

3. EXPLAIN THE APPLICATION OF GRIEVANCE PROCEDURES

PERFORMANCE CRITERIA

- (a) The explanation of the role which grievance procedures play in the resolution of conflicts is clear and accurate.
- (b) The description of the contents of grievance procedure is consistent with established good practice.
- (c) The evaluation of a grievance case is consistent with established good practice.

RANGE STATEMENT

Grievance procedures: individual; collective.

EVIDENCE REQUIREMENTS

Written and/or oral evidence which satisfies all the performance criteria and the range statement.

MERIT To gain a pass in this unit, a candidate must meet the standards set out in the outcomes, performance criteria, range statements and evidence requirements.

To achieve a merit in this unit, a candidate must demonstrate a superior or more sophisticated level of performance. In this unit this might be shown in the following ways:

- (a) evidence of independent reading;
- (b) reference made to current practice and case law

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

Proposals to modify outcomes, range statements or agreed assessment arrangements should be discussed in the first place with the external verifier.

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HIGHER NATIONAL UNIT SPECIFICATION**SUPPORT NOTES**

Unit number: 6451577

Unit title GRIEVANCE AND DISCIPLINE HANDLING

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory.

PURPOSE. The purpose of this unit is to enable candidates to describe and apply their knowledge of grievance and disciplinary procedures. It is aimed at those with no previous knowledge of discipline and grievance.

CONTENT/CONTEXT

The following information gives further clarification of the context in which the outcomes and performance criteria are to be achieved.

Corresponding to Outcomes 1-3:

Outcome 1

Fair dismissal: capability and qualifications; conduct; redundancy; frustration of contract; statutory duty or restrictions; some other substantial reason.

Unfair dismissal: transfer of business undertakings; trade union membership or activities; refusal to join a trade union; pregnancy in certain circumstances.

Constructive dismissal: common law definition of 'reasonableness'.

Outcome 2 & 3

Need for rules in resolution of disputes: advantages to employers; advantages to employees.

Good practice guidelines: ACAS; IPD; TUC; Industrial Society and others.

APPROACHES TO GENERATING EVIDENCE Reference to current personnel/HRM practices will be encouraged through the use of eg. case study material, current research and topical news items. Group work will feature strongly in order to facilitate learning.

ASSESSMENT PROCEDURES It is recommended that this unit be treated as follows:

Outcome 1 -restricted responses
Outcome 2 - extended responses
Outcome 3 - case study

REFERENCES

1. Guide to unit writing, SQA, 1993 (Code: A018).
2. Guide to assessment, SQA, 1993 (Code: B005).
3. Guide to certification, SQA, 1996 (Code: F025).
4. Notes for unit writers, SQA, 1995 (Code: A041).

For details of other SQA publications, please contact staff in the Administrative Services Unit (Tel: 0141-242 2168) who can supply you with a copy of the publication list (Code: X037).

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