

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

SQA ADVANCED UNIT SPECIFICATION

GENERAL INFORMATION

-Unit number-	HP7F 48
-Unit title-	GRIEVANCE AND DISCIPLINE HANDLING
-Superclass category-	AJ
-Date of publication- (month and year)	August 2017
-Originating centre for unit-	Scottish Qualifications Authority
-Version-	01 (August 2017)

-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 SQA Credit at SCQF level 8 (8 SCQF credit points at SCQF level 8)

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

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STATEMENT OF STANDARDS

Unit number: HP7F 48

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.

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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 the Advisory, Conciliation and Arbitration Service (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.

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EVIDENCE REQUIREMENTS

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

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.

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.

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website
www.sqa.org.uk/assessmentarrangements.

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SUPPORT NOTES

Unit number: HP7F 48

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.

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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).