

Dear Esteemed Member,

RE: GRIEVANCE, DISCIPLINE HANDLING AND CONDUCTING FAIR APPEALS WORKSHOP 16TH- 18TH AUGUST 2023

1. The above matter refers.
2. As Business Eswatini, we are pleased to provide you with a proposal on Grievance, Discipline Handling and Conducting Fair Appeals workshop quote for supervisors, it lays out their roles and responsibilities in managing.
3. The Facilitators

3.1. Ms. Nelisiwe Mtshali Business Eswatini Head: Industrial Relations and Company Secretary. She is an admitted attorney who has trained multiple stakeholders on Labour Relations and Alternative Dispute Resolution and has also worked on social justice programmes.

3.2. Expert guest facilitators with extensive labour law exposure and civil litigation.

4. Course Objectives

- Define a Grievance;
- Causes of Grievance;
- Effective Grievance Handling
 - Preparation problem solving
 - Preparation for investigation
 - Guideline on problem solving
- Grievance procedure; and
- The different stages of grievance procedure
- The role of discipline in the workplace and the requirement for a fair disciplinary process;
- The investigation process
- The role of the chairperson in the disciplinary hearing;
- The role of the initiator / prosecutor in the disciplinary hearing process;
- The role of the Accused employee's representative;
- The role of the representation in the process- Are lawyers allowed?



- Basic rules of evidence;
- To enable participants to identify and classify transgressions;
- To draft charges;
- To demonstrate enhanced skills in handling discipline cases through role plays

5. The Programme

DAY 1
An overview of Swaziland labour laws;
Explain the employer/employee relationship;
Defining a Grievance;
What is a Grievance
Understand the grievance procedure and its effectiveness;
Understanding the five stages of a grievance
Case study
Day 2
The Role of Discipline in the workplace
The investigation process before a disciplinary hearing
An overview of the discipline process
Grounds for termination of Employment contract
Automatically unfair dismissal
Formulation of charges
Notification to attend a disciplinary enquiry
Employee rights
Procedure and rules of natural justice
The parties roles (Company representative, Chairperson, and Employee Representative)
Determining guilt or innocence
Onus of proof
Fair reasons for Dismissal (misconduct, incapacity, poor work performance)
DAY 3
Types of evidence
Evidential Burden
Leading evidence and calling witnesses
Balance of probabilities versus beyond a reasonable doubt
Pleading in mitigation
Determining the sanction
When appeal should be noted by employee
When should appeal be convened by employer
The purpose of an appeal
What constitutes a fair appeal
Constitution of the appeal panel
Scope of the appeal
Making a decision and the test of reasonableness
Possible sanctions

6. Professional Fees

The quotation for the workshop includes:

Item	Unit Cost
Professional Fees:	Members 3 800.00 Including VAT Non – members – E4500.00
	This includes the course file; <ul style="list-style-type: none">• Industrial Relations Act 2000 (as amended)• Employment Act 1980 (as amended)• Codes of Good Practice (as amended) Morning tea & Lunch
Duration	3 Days
Time	8:30am – 4:30 pm
Venue	Business Eswatini – Emafini Country Lodge

7. We trust that the above is in order for your purposes and we look forward to receiving your confirmation on the workshop outlined above.

For bookings contact nancys@business-eswatini.co.sz or info@business-eswatini.co.sz

Kind regards

BUSINESS ESWATINI

REGISTRATION FORM

Please Reserve a place in the following: "Grievance, Discipline Handling and conducting Fair Appeal Hearings Training" to be held at Business Eswatini, Boardroom on the 19 – 18 August 2023.

1. Name:	2. Name:
Job Title:	Job Title:.....
Company:	Company:.....
Address:	Address:.....
Tel:.....	Tel:.....
Email:	Email:.....
3. Name:	4. Name:
Job Title:	Job Title:.....
Company:	Company:.....
Address:	Address:.....
Tel:.....	Tel:.....
Email:	Email:.....

NB: Conditions

- I. Payment to be made **on or before commencement** of the lessons.
- II. **Any cancellation made 7days before** commencement of the seminar to be **charged in full**.
- III. **Non- attendance**, after reservation shall also be **charged in full**.

Invoice to be sent to:

Name:

Job Title:

Email:.....

Fax:.....

Telephone:

Account Details

A/c #: 9110004909766

Branch Code: 663164

Bank: Standard Bank: Eswatini Limited

Method of Payment

- A. CASH
- B. CHEQUE
- C. ORDER (members only)