



PROGRAMME DOCUMENTATION

LEARNER INDUCTION GUIDE

Conflict Management

SAQA ID	NQF Level / Credits
SP-210409	Level 5 · 8 Credits

Version 1.0 · Draft · 23 October 2026

Prepared in accordance with Quality Council for Trades and Occupations (QCTO) quality assurance requirements

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Qualification / Curriculum Title	Conflict Management
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NQF Level	5
Credits	8
Curriculum Code	SP-210409

This guide is the learner's induction to the programme, in one document: what the programme is and how it is delivered, where it leads, how learning is assessed, how the learner's personal information is protected, and how to appeal an assessment decision. The learner, facilitator, assessor and moderator sign its last page, which is filed in the learner's Portfolio of Evidence.

PART 1

Welcome and Learner Induction

1. Welcome

Welcome to **Conflict Management**. This Guide is your first step. It explains what this programme is, what you can expect, and what is expected of you. Please read it carefully before your first session, and keep it with your Learner Guide throughout the programme. If anything is unclear, ask your facilitator — no question is too basic.

2. What is the NQF?

Welcome to your learning journey! You are starting a Skills Programme in Conflict Management at National Qualifications Framework Level 5, worth 8 credits. This guide will help you understand how learning works in South Africa so you can feel confident and supported every step of the way.

Think of the National Qualifications Framework as a giant, national staircase for learning. It is an official system that organizes all education and training in South Africa from level 1 up to level 10. Your specific programme sits proudly at Level 5, which means the knowledge and skills you will gain are pitched at a higher education level.

Every course is measured in "credits," which are simply a way to count the time you spend learning. One credit equals ten hours of notional learning, which includes your class time, reading, thinking, and practicing. Because your Conflict Management programme is worth 8 credits, you can expect to spend about 80 hours on your learning journey.

In South Africa, different organizations make sure that education is fair, honest, and of high quality. For your occupational programme, that watchdog is the Quality Council for Trades and Occupations, known as the Quality Council for Trades and Occupations. They ensure that what you learn is useful in the real working world and respected by employers everywhere.

When you finish your assessments, we do not use traditional percentages like school report cards. Instead, you will be marked as either "Competent" or "Not Yet Competent." Being marked as "Not Yet Competent" is not a failure; it simply means you need a little more practice or guidance before you try again, and we will be right here to help you get there.

3. About This Programme

Programme Title	Conflict Management
Programme Type	Skills Programme
SAQA ID / Programme ID	SP-210409
NQF Level	5
Total Credits	8
Minimum Entry Requirement	NQF Level 4 or equivalent

Programme Breakdown

Component	Code	Title	Credits
Knowledge	KM-01	Knowledge component	0
Practical	PM-01	Application component	0

4. Your Rights as a Learner

As a learner on this programme, you have the right to:

- Be treated with respect and dignity at all times.
- Receive clear information about the programme, the assessment process, and the criteria used to judge your competence.
- Be assessed fairly, consistently, and without bias.
- Access your own assessment records and evidence.

- Request a re-assessment if you are found Not Yet Competent.
- Appeal an assessment decision on valid grounds (see Section 8).
- Have your personal information protected in line with POPIA (see Section 7).
- Raise any concern with your facilitator, the assessor, or the SDP without fear of victimisation.

5. Your Responsibilities as a Learner

To succeed on this programme, you are expected to:

- Attend all scheduled sessions, arrive on time, and stay for the full session.
- Complete all formative activities, workbook tasks, and workplace log entries as directed.
- Prepare for assessments and submit your own work.
- Treat facilitators, assessors, moderators, fellow learners, and workplace staff with respect.
- Follow all safety rules during practical and workplace activities.
- Keep your Portfolio of Evidence organised and up to date.
- Inform your facilitator promptly of any difficulty that might affect your learning or assessment.

6. Code of Conduct

Welcome to your Conflict Management Skills Programme! As an NQF Level 5 learner, you are stepping into a professional space of growth, critical thinking, and positive transformation. This Code of Conduct is your roadmap to success, designed to help you thrive in our classrooms, practical sessions, and workplaces.

- **Be Professional and Respectful:** Treat every facilitator, peer, and colleague with dignity. Embrace diverse viewpoints—after all, managing conflict starts with listening well.
- **Be Punctual and Engaged:** Arrive on time and ready to learn. Your active participation in all discussions, activities, and practicals ensures you gain the full value of the programme.
- **Protect Privacy (POPIA):** Workplace scenarios and peer discussions often involve sensitive information. Always respect confidentiality and comply with the Protection of Personal Information Act (POPIA).
- **Keep It Honest:** Your assessments are a reflection of your own growing competence. Submit original work and complete all evaluations with absolute integrity—no plagiarism or cheating.
- **Respect Your Environment:** Take good care of all training equipment, materials, and venues, and value the physical and emotional safety of your fellow learners.

We want every learner to succeed. If you happen to stray off course, we believe in a fair, supportive, and transparent written process to help you get back on track and meet the standards of your qualification.

Let's work together to build a collaborative, inspiring, and respectful learning journey!

7. POPIA — Protection of Your Personal Information

The Protection of Personal Information Act (POPIA) governs how your personal information is collected, stored, and used. As a learner on this programme, you have specific rights under POPIA:

- Your personal information will be collected only for purposes directly related to your learning, assessment, and certification.
- Your information will be stored securely and accessed only by staff who need it to perform their duties.
- Your information will not be shared with third parties without your consent, except where required by law or by the QCTO.
- You have the right to request access to your own information and to request corrections if it is inaccurate.

Learner Consent

I consent to the collection and processing of my personal information for the purposes of this programme.	☐ Yes ☐ No
Learner Full Name	
Learner ID Number	
Signature	

Date	
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8. If Something Goes Wrong — Appeals

If you believe an assessment decision was unfair, or that the assessment process was not followed correctly, you have the right to appeal. The following are valid grounds for an appeal:

- **Unfair assessment practices** — the assessment did not follow the assessment criteria or the SDP's own policy.
- **Procedural irregularity** — a required step in the assessment process was not followed.
- **Bias or conflict of interest** — the assessor had a personal interest in the outcome or did not act impartially.
- **Factual error** — the assessor's judgement was based on a mistake of fact.

How to appeal:

1. Speak to your facilitator or assessor first — many concerns can be resolved informally.
2. If not resolved, submit a written appeal to the SDP within **10 working days** of being informed of the decision.
3. The SDP will acknowledge your appeal in writing within **3 working days** and provide a decision within **15 working days**.
4. If you are not satisfied with the SDP's decision, you may escalate the matter to the QCTO.

Appeals Form

Learner Full Name	
Learner ID Number	
Programme	Conflict Management
Date of Original Assessment Decision	
Grounds for Appeal	☐ Unfair practice ☐ Procedural irregularity ☐ Bias ☐ Factual error
Description of Concern	
Learner Signature	
Date	

For SDP Use Only

Date Appeal Received	
Acknowledged to Learner On	
Decision Date	
Outcome	☐ Upheld ☐ Partially Upheld ☐ Dismissed
SDP Representative Signature	

9. Learner Declaration of Understanding

By signing below, I confirm that I have read and understood this Learner Induction Guide. I understand my rights and responsibilities, the Code of Conduct, the POPIA consent clause, and the appeals procedure.

Learner