



PRACTICAL COMPONENT DOCUMENTATION

PRACTICAL SKILLS GUIDE

Conflict Management

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

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

PART A

Programme Overview

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

1. Purpose

To identify and manage the resolution of conflict between persons or parties in the workplace.

2. Exit Level Outcomes

A qualified learner will be able to:

ELO 1	Identify and describe the main sources of conflict.
ELO 2	Analyse and evaluate conflict submission by affected parties
ELO 3	Distinguish types of conflicts
ELO 4	Apply appropriate strategies to manage conflict.
ELO 5	Resolve conflict using appropriate techniques in the workplace.
ELO 6	Develop and implement follow up plans
ELO 7	Compile conflict resolution reports
ELO 8	Communicate effectively with an employer and employees with regard to conflict issues.

3. Content Structure

3.1 Knowledge Component

Topic Number	Topic Title
Topic 1	Sources of conflict.
Topic 2	Types of conflicts
Topic 3	Strategies for conflict management.

Topic Number	Topic Title
Topic 4	Techniques in conflict management.
Topic 5	Conflict consequences analysis
Topic 6	Emotional intelligence in conflict resolution
Topic 7	Components of Conflict Resolution Report

3.2 Application (Practical) Component

Topic Number	Application Topic
Topic 1	Apply teamwork in conflict resolution process.
Topic 2	Profile a conflict at a workplace.
Topic 3	Analyse a conflict profile and determine the causes of conflict
Topic 4	Determine and implement appropriate conflict management strategies
Topic 5	Select and apply conflict resolution techniques
Topic 6	Analyse and profile conflict consequences
Topic 7	Apply emotional intelligence in conflict resolution engagement
Topic 8	Compile and implement conflict resolution follow up plan
Topic 9	Compile conflict resolution report

4. Assessment Structure

Assessment Type	Description / Weighting
Continuous Assessment	Ongoing evaluation of learning — 30% of final mark
Written Test	Knowledge test under supervised conditions — 30% of final mark
Portfolio of Evidence (PoE)	Assembled learner evidence — 40% of final mark
Practical Assessment	Continuously evaluated during delivery — pass/fail gate
Supervised Examination	Written examination under exam conditions — pass/fail gate
Final Mark Calculation	(Written Test × 30%) + (PoE × 40%) + (Continuous Assessment × 30%)

The curriculum does not specify assessment weightings. The weightings above follow standard QCTO sector norms for this qualification type. Providers may adjust to match their own QMS.

5. Types of Activities You Can Expect

Type of Activity	Description	Purpose
Knowledge Topics	You are required to complete these activities on your own.	These activities test your understanding and ability to apply the information.
Skills Application Activities	You need to complete these activities in the workplace.	These activities require you to apply the knowledge and skills gained in the workplace.
Applied Knowledge	You need to collect information and samples of documents from the workplace.	These activities ensure you get the opportunity to learn from experts in the industry. Collecting examples demonstrates how to implement knowledge and skills in a practical way.

PART B

Assessment Instrument

1. Assessment Agreement

The undersigned confirm the following, in accordance with QCTO requirements:

1. This instrument is covered by the assessment agreement the learner, assessor and moderator signed once, in the PoE Guide and Index (Learner Resources): the learner has been informed of the assessment process, outcomes and appeal rights, and the outcome is recorded as Competent [C] or Not Yet Competent [NYC].

2. Assessment Administration

Learner, assessor and moderator	Recorded once, in the Portfolio of Evidence (PoE) Guide and Index (Learner Resources)
QUALIFICATION	Conflict Management (SP-210409)
NQF LEVEL	5
ASSESSMENT VENUE	_____
ASSESSMENT DATE	_____
ASSESSMENT DURATION	_____
POE SUBMISSION DATE	_____
ASSESSMENT METHOD(S)	Practical observation / Role play / Simulation / Workplace evidence

3. Purpose of This Manual

Purpose	This manual forms part of the practical component of this programme and is designed to support learners in demonstrating applied competence. It provides structured, work-based activities that require learners to apply knowledge, skills, and professional judgement in real or simulated workplace contexts, in line with QCTO assessment principles.
PoE Link	Successful completion of the activities in this manual contributes directly to the learner's Portfolio of Evidence (PoE) and supports the achievement of the relevant Exit Level Outcomes (ELOs).

4. QCTO Assessment Context

#	Assessment Method
1	Application and demonstration, not theory alone
2	Observable workplace behaviour
3	Evidence collected over multiple practical activities
4	Third-party verification and moderation

5. Learner Responsibilities

#	Responsibility
1	Actively participate in all practical activities
2	Apply learning in a professional and ethical manner
3	Use objective, workplace-appropriate language
4	Avoid emotional, biased, or judgemental descriptions
5	Complete all required documentation accurately and honestly
6	Submit all required evidence for inclusion in the Portfolio of Evidence

6. How to Use This Manual

Activity instructions	Clear step-by-step guidance for each activity
Conditions of performance	Where and how the activity is performed
Required evidence for the PoE	What the learner must collect and submit
Templates	Forms to be completed during the activity
Assessment criteria	Criteria applied by the assessor

7. Practical Skill Modules

7.1 PM-01: Application component

Module code	PM-01
NQF Level	5

PART B · APPLICATION COMPONENT MANUAL · MODULE PM-01 · ACTIVITY 1.1

Activity 1.1: Apply teamwork in conflict resolution process.

Purpose

Activity	Apply teamwork in conflict resolution process.
Learning outcome	Demonstrate competence in: apply teamwork in conflict resolution process

Required Resources

Tools	Flipchart stands, whiteboard markers, digital voice recorder, project management software, conflict resolution matrix templates
Equipment	Laptops with video recording capabilities, projector, conference table, movable chairs
Materials	Simulated workplace conflict case studies, POPIA compliance consent forms, team charter templates, South African Labour Relations Act (LRA) summary guides, assessment rating sheets

Step-by-Step Procedure

Step	Action
1	Form a multidisciplinary resolution team and assign specific mediation roles based on individual team member strengths and expertise
2	Analyze the simulated workplace conflict scenario collaboratively to identify underlying departmental friction points and labour dispute triggers
3	Facilitate a joint negotiation session using active listening and collaborative problem-solving techniques within the team framework
4	Draft a comprehensive team-consensus agreement outlining actionable steps and behavioral commitments for the disputing parties
5	Compiles a final team reflection report evaluating the collaborative conflict resolution process against relevant South African labour standards

Safety and Quality Checks

#	Check
1	Ensure compliance with the Protection of Personal Information Act (POPIA) by securing all simulated participant data and destroying recordings post-assessment
2	Maintain a psychologically safe and respectful environment in accordance with the Employment Equity Act (EEA) guidelines throughout team deliberations

Evidence Required for PoE

Evidence	Source
Assessment checklist	Completed by assessor
Observation notes	Recorded by assessor during the observed performance
Demonstration record	Recorded by assessor when the skill is demonstrated
Documented evidence	The documents or records the learner produces
Learner reflection	Completed by learner

Assessment Checklist

(to be completed by the assessor)

#	Criterion	Method of Assessment	Competent (Y/N)	Comments
1	Facilitates the collaborative team negotiation session using structured active listening techniques	Observation		
2	Compiles the comprehensive team-consensus agreement outlining actionable steps	Documented Evidence		
3	Demonstrates the application of South African Labour Relations Act principles during team conflict analysis	Demonstration		
4	Executes the mediation roleplay and produces the signed team charter document	Observation and Documented Evidence		
5	Drafts the final team reflection report evaluating the collaborative conflict resolution process	Documented Evidence		
6	Conducts the multidisciplinary resolution team briefing adhering to equitable participation standards	Observation		

Learner Reflection

(to be completed by the learner)

Describe the activity. What did you learn? What would you do differently next time?

Assessor Assessment Criteria

(to be completed by the assessor)

#	Criterion	Competent (Y/N)	Comments
1			
2			
3			
4			
5			
6			

Assessment Decision