



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Disciplinary Process in the Workplace

Overview

Discover how to deal with the disciplinary process and how to prepare for and conduct hearings to ensure the smooth handling of matters and securing the best result. This course provides both a legal framework and practical guidance to ensure fairness, compliance, and confidence when managing discipline in the workplace.

Objectives

On completion of this course, delegates will be able to:

- Understand the legal implications of discipline in the workplace.
- Handle discipline matters from the initial stage through to resolution.
- Identify the different role players and their functions in a disciplinary process.
- Prepare for and conduct a disciplinary hearing effectively.
- Understand possible outcomes and the role of the CCMA.
- Apply best practices to minimise the risk of unfair dismissal cases and protect the organisation legally.
- Develop practical skills through simulations and role plays of disciplinary hearings.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer who utilises a combination of the following techniques to ensure that the session is practical and experiential:

- Discussion
- Role Play & Case Studies
- Practical Exercises
- Videos & Slide Shows
- Games & Group Activities
- Written Questions

Who should attend?

This course is ideal for:

- Managers
- Supervisors
- Team Leaders
- HR Professionals
- Shop Stewards
- Business Owners and Entrepreneurs who need to understand disciplinary compliance

Course Outline

This course consists of the following 5 modules

Module 1	Introduction to Workplace Discipline • Purpose of disciplinary procedures • Relevant legislation (Labour Relations Act, Basic Conditions of Employment Act) • Misconduct in the workplace and common categories • How to handle instances of misconduct correctly • Importance of consistency and fairness in discipline
Module 2	CCMA & Early-Stage Discipline • Creation, functions, and powers of the CCMA • Role of the CCMA in dispute resolution • Progressive discipline: verbal, written, and final written warnings • Importance of maintaining accurate records of warnings
Module 3	Investigation & Preparation • Deciding whether to launch an investigation • Key steps in investigation (fact finding, interviewing witnesses, collecting evidence) • Distinguishing between discipline, incapacity, and performance issues • Suspension considerations and procedures • Paperwork & timelines: required documentation and notice periods

Module 4	The Disciplinary Hearing Process • Preparing for the hearing (venue, documentation, witnesses) • Roles of the Chairperson, Manager, Employee, and Shop Steward • Procedure of the hearing: opening statements, pleas, questioning, evidence presentation • Standards of proof: "beyond reasonable doubt" vs. "balance of probabilities" • Factors to consider: mitigating and aggravating circumstances
Module 5	Outcomes, Appeals & Post-Hearing Process • Determining verdict and sanction fairly • Communicating outcomes to the employee • Finalising paperwork and filing records • Handling appeals and referrals to the CCMA • Using role play and case studies to practise real-life disciplinary scenarios

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire