Unit Title:	**Discipline and grievance management**
OCR unit number:	21
Level:	4
Credit value:	3
Guided learning hours:	26
Unit reference number:	A/506/1981

Unit aim and purpose

This unit aims to develop the knowledge and skills required for discipline and grievance management. Upon completion of this unit, learners will have developed an understanding of the key principles supporting the management of discipline and grievance cases and will be able to manage disciplinary cases and grievances.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the principles supporting the management of discipline and grievance cases	**The Learner can:** 1.1 Explain the difference between a discipline case and a grievance case and the implications for their management 1.2 Explain sources of advice and expertise on discipline and grievance 1.3 Explain the legal obligations of employers and the rights of employees in relation to discipline and grievance cases 1.4 Explain organisational procedures for the management of discipline and grievance cases 1.5 Explain the communication techniques to be used in the management of discipline and grievance cases 1.6 Explain the types of behaviours that are likely to result in disciplinary proceedings 1.7 Explain the types of actions that are likely to lead to a grievance 1.8 Explain how to carry out investigations into discipline and grievance cases	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	1.9 Analyse the effect of well managed and poorly managed discipline and grievance cases 1.10 Explain how the outcomes of discipline and grievance cases can be managed	
2 Be able to manage a disciplinary case	2.1 Inform an individual that they are subject to disciplinary proceedings within agreed timescales 2.2 Explain to an individual the reasons why they are subject to disciplinary proceedings 2.3 Provide evidence that supports the case for disciplinary proceedings 2.4 Develop a case to support an individual who is subject to disciplinary proceedings 2.5 Keep detailed and accurate records of agreements, actions and events for disciplinary cases 2.6 **Adhere to organisational policies and procedures, legal and ethical requirements** when managing a disciplinary case	Where possible, adherence to **organisational standards, policies and procedures** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* **legal requirements** relate to managing a disciplinary case
3 Be able to manage a grievance	3.1 Identify the nature of a grievance 3.2 Investigate the seriousness and potential implications of a grievance 3.3 Adhere to organisational procedures when managing a grievance 3.4 Evaluate the effectiveness of how a grievance has been managed 3.5 Agree measures to prevent future reoccurrences of grievances	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

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Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	**Unit number**	**Title**
Management & Leadership (2012) National Occupational Standards :	CFAM&LDA7	• Initiate and follow grievance procedures

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .