

# DISCIPLINARY & GRIEVANCE

## Introduction

This module will examine what grievance and disciplinary procedures are and explore some of the guiding principles that apply when handling grievances and disciplinary issues, as well as the underpinning legislation. You'll look at how best to manage grievances and disciplinary issues at work to ensure the best outcome for everyone. How to deal with special cases and also consider the rights of employees when any action is taken.

## Course Overview

At the end of the course, trainees will be able to:

- » Recognise the importance of disciplinary and grievance procedures
- » Distinguish between disciplinary and grievance issues
- » Identify the guiding principles that apply when handling issues
- » State what legislation applies to disciplinary and grievances
- » Take appropriate action to manage disciplinary and grievance
- » Take the right action when dealing with special cases.

## Course chapters

### 1. Introduction to Disciplinary and Grievance Procedures

This section will cover what are disciplinary and grievance procedures? The guiding principles of disciplinary and grievance as well as being aware of underpinning legislation.

### 2. Handling Disciplinary Issues.

This section will cover establishing the facts and informing employees. The disciplinary hearing process and taking action.

### 3. Managing Grievances Issues.

This section will cover investigating grievances, resolving grievances amicably and your employees' rights.

## Who will it benefit?

This course is designed for managers who want to understand how they can manage and process a disciplinary or grievance issue in line with ACAS rules and regulations.

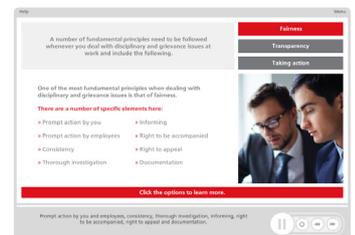
### How it works?

Disciplinary and Grievance is delivered online as an interactive course to each trainee on their computers, or portable device at any internet enabled location. The interactive course is engaging, informative and exciting to use. Using up-to-date, modern graphical images, users will be faced with a selection of interactive elements and mini quizzes to test their knowledge.

Users will receive informative advice and guidance and will be tested on their understanding of the subject at the end of the course by completing the compulsory self-test.

This course also features a risk checklist which asks the user a series of questions relating to their current working environment.

Course Format: Interactive  
Running Time: 30-35 minutes



## Technical Information

### Internet Access:

Users will need a computer or apple device with a web browser and an internet connection to access Safety Media e-Learning Solutions.

Minimum Recommended Bandwidth: 2Mbs

### Software:

One of the following web-browsers:

- Google Chrome
- Safari (Versions as maintained and supported by the manufacturer)
- Internet Explorer (Versions as maintained and supported by the manufacturer)

Adobe Reader or Reader DC (for viewing of PDF documents downloadable from the solution where applicable)

### Plug-ins

- Flash player: Version as recommended by Adobe

### Settings

- Enable JavaScript
- Allow cookies

### Hardware:

Processor - 600MHz  
Minimum Hard Disk Space Required - 1GB  
RAM - OS Dependent

### Audio

The courses contain audio, system requirements for running the courses are browser dependent.

Where no enabled audio device is detected and the browser defines that this is required the user will be informed via an error message window upon launching the course.

For more information, please visit our website.