

I. COURSE DESCRIPTION:

This course is designed to help participants to develop an understanding of the relationship between the employer, the employee and the union and to appreciate the importance of good negotiation practices. Labour legislation, working within a collective agreement, dealing with complaints and grievances, negotiations, collective bargaining, and the arbitration process will all be discussed in detail. Topics include: introduction to labour relations; the players: government, management, union and employees; union and management relations; understanding the collective bargaining process; supervising with a collective agreement; the grievance process; effective discipline; the arbitration process – preparations and the hearing and trends in labour relations.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Determine the factors that impact labour relations and identify labour legislation and the qualifications required for certification.
2. Define the roles and the priorities of the major players and identify illegal activities of unions and management.
3. Determine the advantages of effective labour relations and the reasons for unionization.
4. Determine the topics discussed and the process followed in collective bargaining.
5. Explain the limitation and the responsibility of supervising under the terms of agreement.
6. Determine the nature of and the process for handling grievances.
7. Identify just cause and conduct a discipline interview using the appropriate degree of discipline.
8. Determine what is required to prepare for a grievance arbitration hearing.
9. Determine how to prove just cause in an arbitration hearing and develop an action plan for ensuring proper preparation for arbitration cases.

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10. Determine the need for, the benefits of and the methods required for improving union/management relations.
11. Determine the factors that impact labour relations and identify labour legislation and the qualifications required for certification.
12. Define the roles and the priorities of the major players and identify illegal activities of unions and management.

III. TOPICS:

1. Introduction to Labour Relations
2. Getting to Know the Players (Government, Management, Union and Employees)
3. Union and Management Relations
4. Understanding the Collective Bargaining Process
5. Supervising with a Collective Agreement
6. The Grievance Process
7. Guidelines for Effective Discipline
8. The Arbitration Process – Preparation
9. The Arbitration Process – The hearing
10. Trends in Labour Relations

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Participants Manual

V. EVALUATION PROCESS/GRADING SYSTEM:

Group Leadership and Participation	30%
Formal Class Exercises	40%
Written Assessments	20%
Attendance	10%
Total	100%

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

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CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

VI. SPECIAL NOTES:

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

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Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit Form from the program coordinator (for course-specific courses), or the course coordinator (for general education courses), or the program's academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.