

MODULE 18: LABOUR LAWS

CODE: 960 182 Duration: 30 hours

A. Interpret requests

- Correct identification of the important elements of a situation
- Identification of laws applicable to a situation

B. Give information to persons making requests

- Accurate information regarding: possible types of recourse procedures to be followed deadlines to be met resources to be consulted
- Gather the information to be submitted
- Collection of all relevant information claims and source documents
- Collection of information within prescribed time limits
- Recording of information in the appropriate files

C. Prepare the claim documents

- Accuracy of information provided S Inclusion of relevant source documents
- Compliance with instructions regarding the completion of the forms
- Presence of the required signatures
- Correct spelling and grammar