



2021 SKILLS CANADA VIRTUAL NATIONAL COMPETITION

Virtual Conflict Resolution Process

Conflict Resolution

1 Intent

The process of a grievance or appeal is intended to cause minimal disruption to the competition and participants.

1. Time lost

If the process affects a contest's timelines or duration, **then** the Chair of the [National Technical Committee \(NTC\)](#) and/or the [Conflict Resolution Committee \(CRC\)](#) may recommend to the [National Secretariat \(NSEC\)](#) to make appropriate allowances for time lost. [The final decision will be made by the NSEC.](#)

2. Conflict Resolution Committee (CRC)

2.1. Composition

The CRC shall be composed of:

Title	Description
Representative	One representative appointed by each Member Organization (MO) .
Chair	A chair is appointed by SCC. If the appointed Chair is unable to attend or declares a conflict of interest , then CRC members present respecting the quorum will appoint a Chair during the first scheduled site meeting prior to the deliberations on an appeal or at the beginning of the that is scheduled to occur during competitor orientation-competitions .
SCC interpreter	A SCC interpreter must be available if required.

2.2. CRC Responsibilities

Here are the responsibilities associated with the CRC.

Quorum

A quorum of the Conflict Resolution Committee consists of fifty percent (50%) plus one (1) [CRC of the MO member present](#).

CRC into groups

The CRC Chair may, at his/her discretion, divide the committee members into groups as needed to expedite the appeal process in a timely manner.

2.3. Member organization (MO)

2.3.1. MO responsibility

Each MO must advise the CEO or appointed SCC designate, in writing, the name of its CRC representative and MOCD (no less than ten (10) days before the start of the competition).

2.4. Member organization competitor designate (MOCD)

2.4.1. MOCD responsibilities

The MOCD must sign any written grievance and/or Appeal filed by a competitor from its province/territory before it will be considered by the NTC and/or the CRC.

MOCD may provide guidance to their competitor at any time during the conflict resolution process.

2.5. Conflict Resolution Process

2.5.1. Reasons for grievance and/or appeal

A grievance and/or appeal may be filed when a competitor believes that one of the following occurred within his/her contest:

- A competition rule was violated.
- A competitor was given an unfair advantage/disadvantage compared to other competitors in the same contest.
- The NTC code of conduct was breached.

[For any of the above reasons it is incumbent on the NSEC and the NTC to attempt to resolve these matters on a timely basis.](#)

[In a virtual format, the following reasons may not be grieved](#)

- [Safety concerns](#)
 - [COVID protocol](#)
 - [Equipment and material used by a competitor](#)
 - [Unstable internet](#)
 - [Competitor space location and set-up](#)
 - [Any other problem that the NSEC decides will not be resolved by a grievance or appeal](#)
-

2.5.2. Languages

A grievance may be filed in French or English.

Formatted Table

Formatted: Body, Indent: Left: 0.24"

2.5.3. Submission means

Verbal

As described in the process below, a grievance and/or appeal is first submitted verbally to the Chair of the NTC

In writing

As described in the process below, once submitted verbally, a grievance and/or appeal must be submitted to the Chair of the NTC and using the Conflict Resolution Submission form only.

Where to find the form

The Conflict Resolution Submission form [will be filled out and signed in JotForm](#). The JotForm link may be obtained from [the SCC website](#), [Google Classroom \(secondary\)](#) and [Competition One Drive folder \(post-secondary\)](#):

- [the NTC office at each SCNC site](#);
- [the NSEC on-site event office](#), or
- [a competitor's MOCD](#).

Formatted: Body, Indent: Left: 0.12"

2.5.4. Timelines

Grievances and/or appeals must be filed according to the timelines indicated in the process below.

2.5.5. Parties notification

All parties involved in the grievance are required to be notified of the grievance and must remain [at the contest site accessible](#) until the conflict resolution process has been completed.

Authorization to leave the contest site

A party to the grievance ~~must remain accessible~~ [may only leave the contest site if authorized or directed to do so](#) by the NSEC or [the CRC](#); no other group or individual has the authority to release any party.

2.5.6. Parties availability and guidance

All parties directly affected by the outcome of a grievance as well as those who witnessed the circumstances of the grievance:

- must be available for questioning during the consideration of that grievance; and
- as soon as a verbal grievance is submitted, the individual must be given an opportunity to contact their MOCD so they are available to offer guidance if needed.

Formatted: Indent: Left: 0.39", Hanging: 0.61"

2.5.7. Conflict resolution management

With the assistance of the NSEC, the Chair of the NTC shall manage the conflict resolution process. If the Chair is the subject of the grievance, he/she will declare a conflict and remove him/herself from the process. The Co-Chair will then manage the process. If the Co-Chair is also subject of the [grievancegrievance](#), he/she will declare a conflict and remove him/herself from the process. The NTC committee will then vote on a NTC member to manage the process and who is not subject of the grievance.

[The NSEC will assist the NTC and the CRC committee in organizing Zoom meetings as required.](#)

[All CRC forms will be filled out and signed using the JotForm online platform.](#)

Formatted: Indent: Left: 0.41", Hanging: 0.59"

2.6. Phase I - Grievance Process

2.6.1. Grievance process

The table below describes the grievance process.

Stage	Description	Timeline
1 Verbal	A grievance is first submitted verbally to the Chair of the NTC.	Within twent thirty (30) minutes after the alleged infraction or violation occurred.
2 Contact	The NTC must advise the NSEC once a verbal Grievance is received.	Immediately
3 Contact	The NSEC must advise the MOCD once a verbal Grievance is received.	Immediately
4 Written	The Competitor and MOCD must fill out and sign the Conflict Resolution Submission form and submit to the Chair of the NTC-on JotForm	Within one hour forty-five (45) minutes after the verbal grievance was submitted identifying the alleged infraction or violation.

2.6.2. NTC decision process

The table below describes the NTC decision process.

Stage	Description	Delivery
1	Once the written grievance is received, the Chair must conduct a meeting with its NTC members in order to consider the grievance and submit a response to the Competitor and the MOCD. <u>A copy of the grievance form will be sent to the Chair of the CRC.</u>	Immediately once the written grievance is received
2	The Chair of the NTC must advise the NSEC of the decision	Immediately once the decision has been made
3	This decision shall be delivered verbally to the competitor and the MOCD at the conclusion of the consideration of a grievance.	Within two hour thirty (2h30) minutes of the written submission of the grievance.
4	A written confirmation of the decision, no longer than 1 page, shall be filed, by the Chair of the NTC <u>to the NSEC, at the NSEC on-site event office</u>	Within forty-five thirty (45) minutes of the verbal decision submitted
5	A copy of the NTC written decision and the Conflict Resolution Submission form shall be forwarded to the Chair of the CRC for information purposes.	In writing

2.6.3. Corrective actions by NTC

In making a decision after consideration of a grievance, the NTC members may take whatever corrective action they consider appropriate, up to and including the disqualification of any competitor who has breached

2.6.4. Obtaining a copy

The competitor and/or the MOCD involved in the grievance may obtain a copy of the decision from the NSEC on-site event office as well as any person directly affected by the decision.

2.7. Phase II - Appeal Process

2.7.1. Reason for appeal The involved competitor may file an appeal because he/she does not agree with the grievance decision of the NTC.

2.7.2. Appropriate meeting space Consideration of an appeal shall take place in an appropriate meeting space as determined by the CRC [with the support of the NSEC.](#)

2.7.3. Appeal process The table below describes the appeal process.

Stage	Description	Timeline
1 Verbal	The competitor involved in the grievance makes a verbal appeal to the NTC Chair.	Within thirty ^{thirtyfive} (30 4 ⁵) minutes of the competitor receiving the verbal decision of the grievance from the NTC.
2	The Competitor and MOCD must sign the Conflict Resolution Submission form and indicate they want to appeal	Immediately after the competitor has given his/her verbal appeal to the NTC.
3	The NTC Chair will inform the NSEC.	Immediately after the verbal appeal
4	As soon as the NSEC becomes aware that an appeal will be filed, it will contact the members of the CRC so they can prepare to hear the appeal.	Immediately once the NTC Chair informs the NSEC of an appeal
5	The signed Conflict Resolution Submission Form must be submitted to the NSEC.	Immediately after the Competitor and MOCD sign the Conflict Resolution Submission Form. A copy of the signed Conflict Resolution Submissions Form will be forwarded to each member of the CRC by NSEC.

2.8. Decisions of the Conflict Resolution Committee

2.8.1. Decision Process The decision of the CRC shall be:

Stage	Description	Timeline
1 Verbal	All parties directly affected by the appeal, may be asked to present their facts to the CRC. The MOCD may only attend as an observer if the competitor is asked to meet when the competitor(s) meets with the CRC.	At the start of the consideration of an appeal
2 Verbal	Deliver the CRC decision verbally to the Competitor and MOCD	At the conclusion of the consideration of an appeal

3 Written	A written confirmation of the CRC decision, no longer than 1 page, shall be filed, by the Chair of the CRC, to at the NSEC- on-site event office	Within 60 minutes of the verbal delivery of a decision of the CRC
--------------	---	---

2.8.2. Corrective Actions by CRC In making a decision after consideration of an Appeal, the CRC may take whatever corrective action it considers appropriate.

2.8.3. Obtaining a Copy The competitor and/or the MOCD may obtain a copy of the CRC decision from the NSEC-~~on-site event office~~.

2.8.4. Majority Vote Decision Any decision of the CRC shall be made by a majority vote. That decision shall be deemed final and binding.

2.8.5. Final and Binding Decisions The decisions of the CRC are final and ~~binding, and~~[binding and](#) are not subject to further appeal. Any written decisions rendered by the CRC, and filed with the NSEC, may be forwarded to any MO involved in the dispute upon request of the Executive Director of that MO-~~or the MOCD~~.

2.8.6. Recommendations Recommendations made by the CRC further to an appeal will be forwarded to the NSEC and the CEO of SCC may consider further action and/or implementation of the recommendations.

2.8.7. Timelines [A Grievance and Appeal must be discussed and closed during the same competition day.](#)
[Due to the nature of a virtual competition, we understand that timelines in this document could vary due to technical difficulties.](#)

Formatted Table

Virtual Conflict Resolution Submission Form

Note: Please refer to the [Virtual Conflict Resolution document](#) for more details on the process and timelines to be followed for a grievance and/or appeal.

[This document may be found on the SCC website.](#)

[This document may be found on the SCC website.](#)

A grievance can only be submitted by a competitor

PHASE 1- GRIEVANCE

Please print the following information

Last Name: _____ First Name: _____

Date: _____ Province/Territory: _____

Skill Area Name and Number: _____

Verbal grievance given at: _____(time)

Please complete each of the following three sections:

Facts - clearly describe the facts about which you are making this Grievance. Also make reference to any informal contacts you have had with [Proctors/Judges](#) or the National Technical Committee members during the competition relating to this grievance.

Breach - indicate the specific instruction(s), procedure(s), contest description, competition rules, skills specific rule that you believe has been breached. If possible, attach a written copy of that instruction, procedure, contest description, etc.

Request - state the specific corrective action you are requesting with respect to this matter.

Results of the Grievance

Accepted Denied

Signature of the Chair of the NTC: _____ Time: _____

Competitor signature: _____ Time: _____

MOCD signature: _____ Time: _____

Received at the NSEC by: _____ Time: _____

Time ~~deliberation started by the CRC~~the verbal NTC decision was given to the competitor: _____

Time ~~deliberation ended by the CRC~~: _____

PHASE 2 – APPEAL

The involved competitor in phase 1 of this grievance may file an appeal because he/she does not agree with the

The involved competitor in phase 1 of this grievance may file an appeal because he/she does not agree with the grievance decision of the NTC. ~~Appeal~~ can be made only by a competitor from the indicated skill area who is directly affected by the decision made after consideration of the above grievance.

I, _____ (print name) _____ would like to appeal the decision of the NTC for my grievance submitted in Phase 1 and present my case to the CRC committee

Competitor Signature: _____ Time: _____

MOCD Signature: _____ Time: _____

Formatted: Font: 8 pt

For Conflict Resolution Committee Use Only

Appeal decision rendered by the Conflict Resolution Committee

Approved: _____ Denied _____

Signature: _____ Date: _____

Time deliberation started by the CRC: _____

Time deliberation ended by the CRC: _____

Comments:

Comments:

Copies of the completed form may be obtained from the National Secretariat.

