



ZIMBABWE EZEKIEL GUTI UNIVERSITY

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## COLLEGE FOR LIFELONG LEARNING.

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*Faculty of Law, Business Intelligence and Economics.*

### EXAMINATION PAPER

COURSE CODE : DLL114 LAW & PRACTICE CONCILIATION & ARBITRATION  
COURSE TITLE : DIPLOMA IN LABOUR LAW (CONCILIATION & ARBITRATION)  
SPECIAL REQUIREMENTS : The Labour Act Chapter 28:01  
DURATION : 2 Hours  
LEVEL :  
DATE : 09 JUN 2025

#### INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Question 1 (Section A) is compulsory. In Section B, choose and answer any Three (3) questions.
3. The number of marks for each question or part question is shown in brackets [ ]
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU TO DO SO.**

## **SECTION A. COMPULSORY QUESTION**

### **QUESTION 1.**

**Case Study:** A company and its employee are in dispute over a termination of employment. The employee claims unfair dismissal, while the company argues that the termination was justified due to poor performance. The parties have agreed to arbitration.

#### **Questions:**

- a) Identify the key issues in dispute and the relevant laws that may apply. **(15 Marks)**
- b) Discuss the role of the arbitrator in ensuring a fair and impartial hearing. **(15 Marks)**
- c) Explain the types of evidence that may be relevant in this case and how they should be presented. **(15 Marks)**

## **SECTION B – ANSWER THREE QUESTIONS**

### **QUESTION 1**

Discuss the principles of natural justice and their application in conciliation and arbitration. **(25 Marks).**

### **QUESTION 2**

Explain the differences between conciliation and mediation, and discuss the advantages and disadvantages of each. **(25 Marks).**

### **QUESTION 3**

Analyze the role of legislation and regulations in governing conciliation and arbitration practices, including the enforcement of awards. **(25 Marks)**

### **QUESTION 4**

Discuss the advantages and disadvantages of using conciliation and arbitration in dispute resolution. **(25 Marks).**

### **QUESTION 5**

What is the purpose of a pre-hearing conference in arbitration, and what issues may be addressed? **(25 Marks)**.

**QUESTION 6.**

You are an arbitrator in a dispute between an employer and employee. The employee is claiming damages for breach of contract.

Using examples, indicate key steps would you take to ensure a fair and efficient hearing? **(25 Marks)**

10/0AM