



**Australian Government**

# **ACMARM404 Manage conflict situations in an animal regulation and management environment**

**Release: 1**

## ACMARM404 Manage conflict situations in an animal regulation and management environment

### Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

### Application

This unit describes the skills and knowledge required to manage disputes and conflict situations that may arise when working in animal management regulatory work roles.

This unit applies to individuals who are required to manage conflict and seek resolution in their day-to-day work in the animal management and regulation sector. They work autonomously and apply specialist knowledge and skills to provide solutions for predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Unit Sector

Animal Regulation and Management (ARM)

### Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assess the conflict situation	1.1 Identify parties involved, signs and causes of a dispute or conflict according to workplace procedures 1.2 Anticipate consequences, and implement appropriate responses to

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	prevent escalation 1.3 Identify and analyse the issues of the conflict 1.4 Assess potential risks and take appropriate actions to de-escalate the conflict 1.5 Identify situations requiring assistance, and request support promptly 1.6 Recognise social and cultural differences, and take into account when choosing a negotiation approach
2. Implement techniques for dealing with conflict	2.1 Use effective verbal and non-verbal communication and negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour 2.2 Use effective communication techniques to ensure third parties understand the information received 2.3 Request assistance, as required, for situations where support is needed to manage, de-escalate or resolve 2.4 Create and maintain detailed records of incident according to legal and workplace requirements
3. Evaluate response	3.1 Review response to a conflict and evaluate for continuous improvement 3.2 Use appropriate systems, records and reporting procedures to document the evaluation according to workplace procedures

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret critical information accurately from regulatory and workplace documentation related to unwanted animal behaviour issues resolution</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use open and closed questions to confirm understanding</li> <li>Use active and attentive listening techniques to determine key</li> </ul>

Skill	Description
	information

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMARM404 Manage conflict situations in an animal regulation and management environment	ACMACR404 Manage conflict situations in an animal control and regulation environment	Title changed  Minor changes to performance criteria for clarity and industry currency  Assessment requirements updated	Equivalent

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>