



Australian Government

BSBLEG533 Support alternative dispute resolution processes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to support alternative dispute resolution processes.

The unit applies to those who apply well established theoretical knowledge in the provision of support for the resolution of disputes.

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

Unit Sector

Technical Skills – Legal Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to support resolution	1.1 Identify task requirements 1.2 Confirm scope of role in dispute resolution with supervisor 1.3 Identify key facts of dispute, position of parties and desired outcomes 1.4 Assess applicable legislation and common law principles for resolution of case
2. Support resolution of dispute	2.1 Access and prepare documents for note-taking according to organisational policies and procedures 2.2 Develop notes of mediation or arbitration proceedings according to task and organisational requirements 2.3 Collate additional information or documents for final documentation

ELEMENT	PERFORMANCE CRITERIA
3. Finalise support for dispute resolution	3.1 Discuss and analyse dispute resolution process and outcome with supervisor 3.2 Review and amend dispute resolution paperwork with supervisor 3.3 Despatch information and paperwork to parties according to task and organisational requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Listens to clear, sequenced instructions of several steps and asks clarifying questions as required
Reading	• Identifies and interprets textual information to determine job requirements
Writing	• Completes a range of forms accurately and legibly using correct technical vocabulary • Uses clear, accurate and relevant language to transcribe events and complete documentation
Teamwork	• Cooperates with others as a part of familiar routine activities and contributes to specific activities requiring joint responsibility and accountability
Initiative and enterprise	• Takes personal responsibility for adherence to legal and regulatory requirements
Problem solving	• Takes responsibility for routine decisions related directly to own role • Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficient and effective outcomes
Technology	• Uses familiar digital technologies and systems to access information, and enter and store data

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>