



**Australian Government**

# **Assessment Requirements for MSMSUP280 Manage conflict at work**

**Release: 1**

# Assessment Requirements for MSMSUP280 Manage conflict at work

## Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP280A Manage conflict at work

## Performance Evidence

- Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:
- recognise situations, actions and verbal and non-verbal communication that indicate potential or actual conflict
- communicate about needs and concerns of self and others and areas of common ground using:
  - appropriate verbal and non-verbal communication
  - statements that focus on issues and facts, not people and personalities
  - accurate reflection of people's needs and concerns
- implement conflict resolution approach and monitor its success
- apply known solutions to routine problems

manage conflict as it arises.

## Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- likely sources of conflict in own job/workplace
- indicators of potential conflict
- communication approaches to resolving conflict
- conflict resolution skills relevant to own job/workplace.

## Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
  - should occur over a range of situations which include typical disruptions to normal, smooth operations
  - will use one or a combination of:
    - totally off the job, in which case it will use case studies and role plays as well as questions
    - evidence drawn totally from performance in the workplace

- will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
- may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
  - walk-throughs
  - pilot plant operation
  - demonstration of skills
  - industry based case studies/scenarios
  - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>