



Australian Government

Assessment Requirements for PSPGEN098 Deal with conflict

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN032 Deal with conflict.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify the cause of conflict, and suggest strategies to resolve the conflict, in two of the following scenarios:
 - conflicts among work colleagues or work teams
 - conflicts between employees and supervisors
 - customer complaints
- problem-solve to deal with unexpected issues or attitudes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace
- types of conflict in the workplace and typical causes
- conflict theory, including signs, stages, levels, factors involved, results
- conflict resolution skills and strategies
- group processes and roles people play
- organisational structures and workplace culture
- individual differences that may contribute to conflict situations
- theory of personal power and positional power and its significance in conflict situations
- grievance procedures in the public sector
- assistance and referral support available:
 - mediators
 - employee assistance providers
 - advocates
 - supervisors and senior staff
 - colleagues

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>