Assessment Requirements for SITXCOM005 Manage conflict

Release: 1

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Modification History

Not applicable.

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:

- resolve escalated complaints or disputes with customers in relation to at least three of the following matters:
  - delays or poor timing of product or service supply
  - incorrect pricing of product or service
  - delays or errors in providing product or service
  - misunderstanding of customer request or communication barrier
  - problem or fault with product or service
  - refused entry or ejection from premises
- resolve team member disputes in relation to at least two of the following complex matters:
  - dispute or argument among work colleagues
  - job duties or rosters
  - lack of competence
  - worker mistake
  - dismissal
  - cultural misunderstanding
- take appropriate action in response to at least two of the following threat or conflict situations:
  - customer refusing to leave or be pacified
  - drug or alcohol-affected person
  - person who appears to be violent or are threatening
  - people involved in physical violence
  - person with gun or arms
  - situation where someone has been or may be hurt
- use a range of conflict-resolution techniques and communication skills when seeking to resolve above situations.

Knowledge Evidence

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

- commonly occurring conflict situations in the tourism, travel, hospitality and event industries and their typical causes
- conflict theory:
  - signs
  - stages
  - levels
  - factors involved
  - results
- conflict-resolution techniques:
  - assertiveness
  - negotiation
  - use of appropriate communication
- resources to assist in managing conflict:
  - counsellors
  - internal security staff
  - mediators
  - other staff members
  - police
  - senior staff
- communication techniques:
  - active listening
  - empathising with the person's situation while upholding organisational policy
  - non-verbal communication and recognition of non-verbal signs
  - language style
  - questioning techniques
  - those appropriate to different social and cultural groups
- organisational policies and procedures for complaint, conflict and dispute resolution.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where conflicts occur. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current commercial policies and procedures for complaint, conflict and dispute resolution
- internal and external customers and colleagues with whom the individual can interact to resolve conflicts; these can be:

- customers in an industry workplace who are assisted by the individual during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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=68c40a93-e51d-4e0f-bc06-899dff092694