



**Australian Government**

# **Assessment Requirements for SITXCOM010 Manage conflict**

**Release: 1**

# Assessment Requirements for SITXCOM010 Manage conflict

## 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:

- take action to resolve escalated complaints or disputes with customers in relation to at least three of the following matters:
  - cultural misunderstanding
  - incorrect pricing of product or service
  - delays or errors in providing product or service
  - misunderstanding of customer request or communication barrier
  - person who appears to be violent or threatening
  - problem or fault with product or service
  - refused entry or ejection from premises
  - situation where someone has been or may be hurt
- take action to resolve team member disputes in relation to at least two of the following matters:
  - dispute or argument among work colleagues
  - drug or alcohol-affected person
  - job duties or rosters
  - lack of competence
- use conflict-resolution and communication techniques when seeking to resolve above situations
- organisational procedures for evaluating conflict resolution.

## 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
  - acknowledging the views of all involved parties and providing them with opportunities to express them
  - responding to all involved parties in a sensitive, courteous, respectful and discreet manner
  - minimising the impact of conflict on other colleagues and customers
- resources to assist in managing conflict:
  - counsellors
  - internal security staff
  - mediators
  - other staff members
  - police
- 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 business environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- current commercial policies and procedures for complaint, conflict and dispute resolution
- 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>