



**Australian Government**

**Assessment Requirements for TLIL0004  
Apply conflict and grievance resolution  
strategies**

**Release: 1**

# Assessment Requirements for TLIL0004 Apply conflict and grievance resolution strategies

## Modification History

**Release 1.** This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying interpersonal skills
- applying relevant legislation and workplace procedures
- communicating effectively and working collaboratively with others when applying conflict or grievance resolution strategies
- completing relevant documentation
- facilitating conversations and meetings
- gathering, recording and conveying simple and routine work-related information
- identifying existing and potential conflict or grievances
- interpreting and following operational instructions and prioritising work
- negotiating effectively with others when applying conflict or grievance resolution strategies
- reading and interpreting relevant workplace instructions, procedures and information
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working systematically with required attention to detail.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- conflict and grievance resolution principles
- cultural differences in the workplace
- effective listening and questioning techniques
- facilitation techniques
- negotiation skills
- options for constructive responses to typical conflict or grievance situations
- relevant legislation, regulations and codes of practice
- signs, stages and possible causes of conflict and grievances in the workplace
- typical problems that can occur when applying conflict or grievance resolution strategies and

- related appropriate actions that can be taken
- workplace policies, protocols and procedures for:
  - identifying and resolving conflict or grievances
  - requirements for maintaining security and confidentiality.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>