



Australian Government

**Assessment Requirements for
ACMACR404 Manage conflict situations in
an animal control and regulation
environment**

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Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has identified a dispute or conflict situation relating to the control and regulation of an animal, its cause and the parties involved on at least two occasions. For each occasion the individual must show they have:

- analysed the situation and acted to resolve it using negotiation and mediation skills
- used verbal and non-verbal techniques to communicate effectively with parties involved in the dispute or conflict.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- conflict or dispute resolution techniques and procedures
- consultation methods, techniques and protocols
- ethical practices and relevant codes of conduct
- negotiation techniques and strategies
- human behaviour and body language
- evaluation techniques to be applied to assess appropriate responses to conflict or disputes and assess effectiveness of resolution processes
- ways in which own personal style can be adapted to suit conflict or dispute situation, consult and negotiate in a culturally sensitive and appropriate manner, and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- key requirements of relevant legislation, regulations, standards and codes of practice relevant to conflict and dispute resolution in an animal control and regulation environment.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or simulated environment that accurately reflects work undertaken in a real workplace setting
- resources, equipment and materials:
 - recordkeeping and storage systems and programs
- specifications:
 - organisational policies and procedures, legislation, regulations, standards and codes of practice.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>