



Australian Government

ACMACR404 Manage conflict situations in an animal control and regulation environment

Release: 1

ACMACR404 Manage conflict situations in an animal control and regulation environment

Modification History

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

Application

This unit describes the skills and knowledge required to resolve disputes and conflict situations that may arise when working in animal control.

This unit applies to individuals who are required to manage conflict and seek resolution in their day-to-day work in the animal control and regulation sector.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Animal Control and Regulation (ACR)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the conflict situation	1.1 Identify and define the conflict, and record details according to workplace policies and procedures 1.2 Anticipate causes of a dispute or conflict and harmful behaviour, and implement appropriate responses to prevent escalation 1.3 Identify parties involved in the conflict 1.4 Identify and analyse the issues of the conflict 1.5 Instigate proceedings to settle the dispute or conflict with minimal

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	delay according to legislative requirements and workplace procedures 1.6 Identify situations requiring assistance and request support promptly
2. Negotiate resolution	2.1 Address conflict constructively and resolve using appropriate strategies according to workplace procedures 2.2 Use negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour 2.3 Use effective communication techniques to ensure third parties understand the information received 2.4 Recognise social and cultural differences and take into account when choosing a negotiation approach 2.5 Request assistance, as required, for situations that cannot be resolved through negotiation or mutual resolution 2.6 Keep an accurate, complete and accessible record of the resolution
3. Evaluate response	3.1 Evaluate the effectiveness of the response and review 3.2 Use appropriate systems, records and reporting procedures to document the evaluation according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Gather, interpret and analyse information to measure the success of conflict-resolution strategies
Oral communication	Use active questioning and listening techniques to confirm understanding

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMACR404 Manage conflict situations in an animal control and regulation environment	ACMACR404A Manage conflict situations in an animal control and regulation environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

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

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

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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

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