



Australian Government

**Assessment Requirements for
ACMARM404 Manage conflict situations in
an animal regulation and management
environment**

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Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

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 managed two different dispute or conflict situations relating to animal management regulation, including one situation where assistance from a team member is required. For each situation, the individual must have:

- identified the cause and the parties involved
- assessed the situation, and selected and implemented conflict management techniques consistent with de-escalation and culturally aware practice
- used verbal and non-verbal techniques to communicate effectively with parties involved in the dispute or conflict
- reflected on and evaluated the effectiveness of conflict management actions and outcomes
- documented the situation and resolution according to regulatory and workplace requirements.

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:

- common areas of conflict and offences in animal management and regulation work
- key social issues surrounding pet ownership and caretaking
- potential risks associated with exercising regulatory powers in work role
- principles of procedural fairness and natural justice
- conflict or dispute resolution techniques, including:
 - consultation strategies
 - negotiation and/or mediation techniques
 - impact of personal communication style, including verbal and non-verbal techniques
- ethical work practices and relevant codes of conduct related to conflict resolution

- overview of types of human behavioural responses to conflict, including emotional states, communication styles and body language
- identification of relevant support services
- strategies for relating to people from:
 - a range of social, cultural and ethnic backgrounds
 - varying physical and mental abilities
- evaluation techniques to assess:
 - responses to conflict or disputes
 - effectiveness of resolution processes
- key requirements of relevant animal management legislation, regulations, standards and codes of practice relevant to conflict and dispute resolution.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately reflects workplace conditions
- resources, equipment and materials:
 - workplace record-keeping/information management system
- specifications:
 - workplace policies and procedures, legislation, regulations, standards and codes of practice related to conflict and dispute resolution
- relationships:
 - two different stakeholders and one team member specified in the performance evidence.

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>