



Australian Government

ACMARM404 Manage conflict situations in an animal regulation and management environment

Release: 1

ACMARM404 Manage conflict situations in an animal regulation and management environment

Modification History

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

Application

This unit describes the skills and knowledge required to manage disputes and conflict situations that may arise when working in animal management regulatory work roles.

This unit applies to individuals who are required to manage conflict and seek resolution in their day-to-day work in the animal management and regulation sector. They work autonomously and apply specialist knowledge and skills to provide solutions for predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Animal Regulation and Management (ARM)

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. Assess the conflict situation	1.1 Identify parties involved, signs and causes of a dispute or conflict according to workplace procedures 1.2 Anticipate consequences, and implement appropriate responses to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	prevent escalation 1.3 Identify and analyse the issues of the conflict 1.4 Assess potential risks and take appropriate actions to de-escalate the conflict 1.5 Identify situations requiring assistance, and request support promptly 1.6 Recognise social and cultural differences, and take into account when choosing a negotiation approach
2. Implement techniques for dealing with conflict	2.1 Use effective verbal and non-verbal communication and negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour 2.2 Use effective communication techniques to ensure third parties understand the information received 2.3 Request assistance, as required, for situations where support is needed to manage, de-escalate or resolve 2.4 Create and maintain detailed records of incident according to legal and workplace requirements
3. Evaluate response	3.1 Review response to a conflict and evaluate for continuous improvement 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	Interpret critical information accurately from regulatory and workplace documentation related to unwanted animal behaviour issues resolution
Oral communication	- Use open and closed questions to confirm understanding - Use active and attentive listening techniques to determine key

Skill	Description
	information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMARM404 Manage conflict situations in an animal regulation and management environment	ACMACR404 Manage conflict situations in an animal control and regulation environment	Title changed Minor changes to performance criteria for clarity and industry currency Assessment requirements updated	Equivalent

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 ACMARM404 Manage conflict situations in an animal regulation and management 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 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

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