



Australian Government

Department of Education, Employment and Workplace Relations

ACMACR404A Manage conflict situations in an animal control and regulation environment

Release: 1

ACMACR404A Manage conflict situations in an animal control and regulation environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of handling and resolving disputes and/or conflict situations that may arise in activities undertaken by personnel operating in an animal control and regulation environment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit is applicable to those working in the animal control and regulation sectors where it may be necessary to manage conflict situations. It requires the ability to communicate well with others through negotiation and mediation and to have an appreciation of highly emotional circumstances. In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify the conflict situation	1.1. The conflict is identified, defined and recorded in accordance with organisational policies and procedures. 1.2. Causes of dispute/conflict and harmful behaviour are anticipated and appropriate responses to prevent escalation are implemented. 1.3. Parties involved in the conflict are identified. 1.4. Issues of the conflict are identified and analysed. 1.5. Proceedings to settle the dispute/conflict are instigated with minimal delay in accordance with legislative requirements and organisational procedures. 1.6. Situations requiring assistance are identified and support is promptly requested.
2. Negotiate resolution	2.1. Conflict is addressed and resolved constructively using strategies that comply with organisational procedures. 2.2. Negotiation techniques are used to maintain positive interaction and to divert and minimise aggressive behaviour. 2.3. Effective communication techniques are used to ensure third parties understand the information received. 2.4. Social and cultural differences are taken into account in the negotiation approach taken. 2.5. Assistance is requested, as required, for situations that cannot be resolved through negotiation or mutual resolution. 2.6. An accurate, complete and accessible record of the resolution is kept.
3. Evaluate response	3.1. Effectiveness of response is evaluated and reviewed in accordance with legal requirements and organisational procedures. 3.2. Systems, records and reporting procedures are followed in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analyse dispute or conflict situations
- complete relevant workplace documentation, using appropriate equipment, to record and report information regarding conflict situations
- use negotiation techniques to resolve dispute or conflict situations
- use effective communication techniques to resolve dispute or conflict situations and to ensure third parties understand the information received
- literacy skills to read and follow organisational policies and procedures, including occupational health and safety (OHS); follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the organisation, including negotiation, questioning techniques, active listening, asking for clarification, acknowledging and responding to a range of views, asking for clarification and consulting with or seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks.

Required knowledge

- human behaviour and body language
- organisational policies and procedures, including systems, records and reporting requirements
- principles of animal welfare and ethics
- principles of cooperative teamwork
- principles of cultural awareness
- principles of negotiation and conflict resolution
- relevant legislation and codes of practice relating to OHS and animal control and regulation requirements.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can:

- identify a dispute/conflict situation, its cause and the parties involved
- analyse the dispute/conflict and act to resolve it through negotiation and mediation
- communicate effectively with parties involved, using both verbal and non-verbal techniques
- comply with legislative requirements
- follow systems, records and reporting requirements in accordance with organisational policies and procedures.

The skills and knowledge required to manage conflict in an animal care and regulation environment must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.

Context of and specific resources for assessment

Assessment of this unit is to be practical in nature and will be most appropriately assessed in an animal control and regulation workplace or in a situation that reproduces normal work conditions.

There must be access to conflict situations regarding animals involving two or more human parties as well as the appropriate equipment and/or resources to enable one to demonstrate competence.

Method of assessment

To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and over a number of assessment

EVIDENCE GUIDE	
	activities. The assessment strategy must include practical skills assessment. Suggested strategies for this unit are: • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • case study analysis • third-party evidence • workplace documentation. This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.
Guidance information for assessment	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Examples of dispute or <i>conflict</i> situations may include:	- animals that are: - barking excessively - displaying aggressive behaviour - off leash in an on-leash area - wandering at large - animal attack - animal welfare situations.
<i>Parties</i> involved may include:	- animal owner - non-animal owner - observer/witness - victim of aggressive animal behaviour (e.g. an attack).
<i>Legislative requirements</i> that must be followed include:	- federal and state or territory legislation and regulations, standards and codes of practice - local laws for animal control and regulation services - other associated legislative constraints.
Negotiation <i>resolutions</i> may include:	- keeping animals on leash - keeping animals off leash in an off-leash area - higher fences - muzzle to stop barking
<i>Negotiation techniques</i> may include:	- strategic questioning and listening to gather information and direct the focus of people involved - positive, confident and cooperative language - control of tone of voice and body language - language and concepts appropriate to the people involved - clear presentations of options and consequences - demonstrating flexibility and willingness to compromise - summarising positions of agreements to move

RANGE STATEMENT	
	towards understanding.
<i>Effective communication techniques</i> may include:	• active listening • constructive feedback • two-way interaction • reflection and summarising • verbal and non-verbal communication.
<i>Social and cultural differences</i> may include:	• beliefs and values • codes of conduct • relationships or family structure • religious or spiritual observances • social conventions • verbal and non-verbal communication.

Unit Sector(s)

Unit sector	Animal control and regulation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		