



Australian Government

Assessment Requirements for BSBATSIL503 Manage conflict

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- recognise causes of conflict
- apply conflict-resolution strategies
- manage conflict effectively.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the concept of community control of organisations and its potential impact on how conflict is resolved
- outline conflict resolution theories and strategies, including mediation strategies
- describe the cultural context in which Aboriginal and Torres Strait Islander boards operate, including their role in upholding traditional and cultural values, and its potential impact on how conflict is resolved
- describe geographic, social, economic and political contexts in which particular organisations operate and their potential impact on how conflict is resolved
- explain how equity and diversity principles might apply to the way conflict is resolved
- identify organisational policies, procedures and code of conduct relevant to conflict situations
- list potential causes of conflict board members may need to address when undertaking board duties
- outline sources of professional support available to assist in conflict resolution
- identify provisions of federal, state or territory legislation and funding body requirements that may impact decisions made to resolve conflict
- outline relevant protocols and cultural responsibilities that impact how conflict is resolved
- list provisions of the constitution relevant to the conflict situation.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – ATSI governance field of work and include access to:

- examples of issues worked with by boards of governance that have the potential to involve conflict
- examples of relevant documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>