



Australian Government

BSBAT503 Manage conflict

Release: 1

BSBATSIL503 Manage conflict

Modification History

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

Application

This unit describes the skills and knowledge required to manage conflict, both within the board and the organisation, and between the organization, the community and the wider community.

It applies to individuals who contribute their skills and knowledge to monitoring and guiding the activities of organisations in situations where there may be conflict between individuals or groups.

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

Unit Sector

Regulation, Licensing and Risk – ATSI Governance

Elements and Performance Criteria

ELEMENT	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 existing and potential conflict	1.1 Determine if conflict exists and its possible causes 1.2 Identify potential situations of future conflict 1.3 Develop strategies to prevent conflict
2 Consider the conflict situation	2.1 Identify the implications of conflict occurring 2.2 Identify responsibilities within the conflict 2.3 Develop resolution strategies in consultation with conflicting parties 2.4 Seek professional advice where needed, maintaining discretion and confidentiality

ELEMENT	PERFORMANCE CRITERIA
	2.5 Ensure wellbeing of individuals and the organisation is considered when developing resolution strategies
3 Use strategies to resolve conflict	3.1 Promptly, appropriately and impartially implement strategies respecting the cultures of parties involved 3.2 Allow sufficient time for conflict to be resolved 3.3 Monitor and evaluate the process used to resolve the conflict

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	3.3	Gathers, interprets and analyses information to measure the success of conflict-resolution strategies
Writing	1.3, 2.3, 2.4, 3.3	Develops material for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral Communication	1.1-1.3, 2.1-2.5, 3.1, 3.3	- Articulates clearly using specific language and suitable tone to convey requirements for different audiences - Uses active questioning and listening techniques to confirm understanding
Interact with others	2.3-2.5, 3.1	- Recognises the importance of building rapport to establish effective working relationships - Adapts personal communication style to build positive working relationships and show respect for opinions, values and particular needs of others - Collaborates and negotiates with others to achieve agreeable outcomes, playing an active role in facilitating consensus in potentially contentious situations, seeking expert advice if required
Get the work done	1.1-1.3, 2.1-2.3, 3.1-3.3	- Uses analytical processes to decide on a course of action, establishing criteria for deciding between options and seeking input and advice from others before taking action - Allows sufficient time for difficulties to be resolved in an impartial and appropriate manner - Uses formal and informal processes to monitor

		- implementation of solutions and reflect on outcomes - Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBATSIL503 Manage conflict	BSBATSIL503C Manage conflict	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBATSIL503 Manage conflict

Modification History

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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

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