



Australian Government

Assessment Requirements for BSBGOV507 Manage board or committee and organisational conflict

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- communicate, negotiate and work cooperatively regarding conflict with:
 - other board or committee members
 - management and staff of the organisation
 - key stakeholders
- develop strategies to prevent conflict both within the board or committee and between the board or committee and operational personnel
- develop resolution strategies with conflicting parties
- diffuse emotional conflict situations by focusing on the issues at hand
- monitor and evaluate conflict resolution processes.

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:

- discuss potential situations of future conflict
- explain the roles of the parties involved (in terms of board or committee member roles as opposed to operational personnel roles)
- discuss options for conflict resolution and situations that would warrant the use of the following methods:
 - formal discussions with third party presence
 - informal discussions
 - following organisational policies
 - professional advice
 - grievance procedures

- describe conflict monitoring and evaluation processes
- describe legislative and organisational constitutional requirements in relation to conflict.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical committee or board of governance activities and include access to:

- examples of conflict resolution.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

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