



**Australian Government**

# **Assessment Requirements for BSBLEG533 Support alternative dispute resolution processes**

**Release: 1**

# Assessment Requirements for BSBLEG533 Support alternative dispute resolution processes

## Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support alternative dispute resolution processes on at least three occasions, including at least one mediation and at least one arbitration.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- dispute resolution processes for conflicts including alternative dispute resolution processes
- types of alternative dispute resolution processes
- advantages and disadvantages of types of alternative dispute resolution processes
- key facts, position and intended outcomes of case
- content and preparation of alternative dispute resolution documents
- organisational policies and procedures for alternative dispute resolution processes
- alternative dispute resolution legislation.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation and regulations relevant to alternative dispute resolution processes
- workplace policies and procedures and reference materials relevant to performance evidence
- background information on alternative dispute resolution processes.

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 Guide is found on VETNet -

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