



Australian Government

Assessment Requirements for BSBWRK409 Prepare for and participate in dispute resolution

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:

- document at least one case relating to an individual grievance, workplace dispute or related matter which includes:
 - supporting evidence of how facts were gathered and analysed
 - a description of the process that occurred to achieve a resolution
 - a review of the process
- analyse roles of parties involved in at least one dispute, and effectiveness of strategies used in the dispute resolution
- report on outcomes of at least one example of a dispute process.

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:

- outline relevant industrial relations legislation or regulations
- describe relevant policies and procedures
- identify key entities in the current Australian industrial relations system
- explain relevant common law rights and obligations
- identify sources of expert advice.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – workplace relations field of work and include access to:

- awards and enterprise bargaining agreements
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

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>