



Australian Government

Assessment Requirements for FNSCUS412 Resolve disputes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSCUS402 Resolve disputes.

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:

- resolve and finalise at least two different disputes in line with organisational policies and procedures, and relevant industry codes and legislative requirements.

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:

- possible grounds for disputes
- industry compliance requirements and dispute-settling procedures and requirements
- organisational policies and procedures relevant to dispute resolution
- key requirements of legislation, regulations and industry codes of practice relevant to dispute resolution
- negotiation principles and dispute resolution practices
- role and process for referring disputes to formal conciliation.

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:

- common office equipment, technology, software and consumables
- information about workplace disputes.

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=c7200cc8-0566-4f04-b76f-e89fd6f102fe>