



Australian Government

FNSCUS412 Resolve disputes

Release: 1

FNSCUS412 Resolve disputes

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.

Application

This unit describes the skills and knowledge required to investigate, negotiate and resolve disputes between claimant and organisations.

The unit applies to individuals in a variety of sectors and industries who work with others as part of a formal internal dispute-resolution process.

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

Unit Sector

Customer service

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. Establish that dispute exists	1.1 Identify all information relating to original problem and clarify grounds for dispute 1.2 Contact all parties to identify and clarify disputed issues and confirm that claimant has a legitimate dispute, or that initial complaint has not already been settled to claimant's satisfaction 1.3 Confirm all information relevant to dispute-resolution process is provided to claimant according to organisational operating procedures 1.4 Obtain additional information from relevant parties as required and manage information exchange appropriately 1.5 Inform claimant of organisation's obligations, procedures

ELEMENT	PERFORMANCE CRITERIA
	and timeframes where existence of genuine dispute is established
2. Investigate dispute and determine action to be taken	2.1 Collect all information from prior dealings with claimant and undertake further investigations as required 2.2 Inform claimant of progress and advise of any delays 2.3 Determine resolution action with consideration of facts, legislation, organisational policy and procedures, and industry codes of practice 2.4 Inform required personnel of action to be taken
3. Negotiate and resolve dispute	3.1 Inform claimant of decision and reasons if appropriate, and negotiate with claimant or representative as required 3.2 Resolve dispute according to required timelines, aiming to reduce need for litigation or formal conciliation services 3.3 Respect rights of claimant in all dispute-settlement procedures and refer unresolved disputes to formal conciliation services
4. Finalise dispute	4.1 Record dispute-resolution process outcomes and advise all parties affected by decision of the outcome and their rights to review decision 4.2 Prepare relevant documentation for unresolved disputes that have been referred to formal conciliation services according to legislation, regulations and codes of practice 4.3 Act on decisions of external dispute-resolution as required 4.4 Complete required documentation according to legislation and organisational procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	- Engages in complex verbal interactions considering aspects of context, purpose and audience - Uses clear and direct language to clarify process, decisions and required actions to claimant and others - Uses careful listening and questioning techniques to clarify understanding and elicit required information
Reading	Interprets, analyses and assesses a range of textual information from a variety of sources to ensure fully

SKILL	DESCRIPTION
	informed and compliant actions
Writing	• Prepares specific, relevant information that clearly informs claimant and relevant others of organisation's action and obligations consistent with regulatory requirements and timeframes • Uses logical, organised structures to document decisions and outcomes which comply with legislative and organisational requirements
Planning and organising	• Organises, plans and sequences steps for dispute resolution
Technology	• Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to FNSCUS402 Resolve disputes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>