



Australian Government

Assessment Requirements for LGAREG003 Manage conflict situations in a regulatory environment

Release: 1

Assessment Requirements for LGAREG003 Manage conflict situations in a regulatory environment

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- manage conflict situations in a regulatory environment that involves:
 - two different face to face conflict situations.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing conflict situations in a regulatory environment
- legislative requirements applicable to managing conflict situations in a regulatory environment
- principles of situational awareness and threat assessment
- common areas of conflict in a regulatory environment
- risks associated with exercising regulatory powers
- principles of procedural fairness and natural justice
- conflict resolution techniques:
 - consultation strategies
 - negotiation
 - mediation
- impact of personal style
- ethical work practices and codes of conduct
- human behaviour and body language
- evaluation techniques to assess:
 - responses to conflict
 - effectiveness of resolution processes.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to managing conflict situations in a regulatory environment
- legislative requirements applicable to managing conflict situations in a regulatory environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>