



Australian Government

LGAREG003 Manage conflict situations in a regulatory environment

Release: 1

LGAREG003 Manage conflict situations in a regulatory environment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to resolve disputes and conflict situations that may arise when working in regulatory work roles.

This unit applies to individuals who work in local government and other regulatory environments.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify the conflict situation.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and define the conflict, and record details according to organisational policies and procedures.
- 1.2. Anticipate causes of conflict and harmful behaviour and implement responses to prevent escalation.
- 1.3. Identify parties involved in the conflict.
- 1.4. Identify and analyse the issues of the conflict.
- 1.5. Instigate proceedings to settle the conflict with minimal delay.
- 1.6. Identify situations requiring assistance and request support promptly.

- 2. Negotiate resolution.
 - 2.1. Address conflict constructively applying strategies to resolve conflict according to organisational policies and procedures.
 - 2.2. Use negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour.
 - 2.3. Use communication techniques to ensure third parties understand the information received.
 - 2.4. Recognise social and cultural differences and take into account when choosing a negotiation approach.
 - 2.5. Request assistance for situations that cannot be resolved through negotiation and mutual resolution.
 - 2.6. Keep accurate, complete and accessible records of the situation and resolution.
- 3. Evaluate response.
 - 3.1. Evaluate the effectiveness of the response and review.
 - 3.2. Document the evaluation according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

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.

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