



Australian Government

Assessment Requirements for PSPCART016 Administer alternative dispute-resolution proceedings

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- promoting understanding of legislation and regulations and organisational procedures, policy and codes of practice in the context of ADR proceedings
- identifying client needs and assessing suitability for relevant services
- identifying appropriate services and resources for referral
- negotiating and resolving conflict
- using facilitation skills in relation to ADR processes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, organisational procedures and codes of practice in the context of ADR proceedings and services
- principles of effective mediation and dispute resolution
- distinction between legal and procedural information
- principles of effective client service delivery

Assessment Conditions

Assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when administering dispute resolution proceedings.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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