



Australian Government

Assessment Requirements for SITXCOM010 Manage conflict

Release: 1

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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:

- take action to resolve escalated complaints or disputes with customers in relation to at least three of the following matters:
 - cultural misunderstanding
 - incorrect pricing of product or service
 - delays or errors in providing product or service
 - misunderstanding of customer request or communication barrier
 - person who appears to be violent or threatening
 - problem or fault with product or service
 - refused entry or ejection from premises
 - situation where someone has been or may be hurt
- take action to resolve team member disputes in relation to at least two of the following matters:
 - dispute or argument among work colleagues
 - drug or alcohol-affected person
 - job duties or rosters
 - lack of competence
- use conflict-resolution and communication techniques when seeking to resolve above situations
- organisational procedures for evaluating conflict resolution.

Knowledge Evidence

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

- commonly occurring conflict situations in the tourism, travel, hospitality and event industries and their typical causes
- conflict theory:
 - signs
 - stages
 - levels
 - factors involved

- results
- conflict-resolution techniques:
 - assertiveness
 - negotiation
 - use of appropriate communication
 - acknowledging the views of all involved parties and providing them with opportunities to express them
 - responding to all involved parties in a sensitive, courteous, respectful and discreet manner
 - minimising the impact of conflict on other colleagues and customers
- resources to assist in managing conflict:
 - counsellors
 - internal security staff
 - mediators
 - other staff members
 - police
- communication techniques:
 - active listening
 - empathising with the person's situation while upholding organisational policy
 - non-verbal communication and recognition of non-verbal signs
 - language style
 - questioning techniques
 - those appropriate to different social and cultural groups
- organisational policies and procedures for complaint, conflict and dispute resolution.

Assessment Conditions

Skills must be demonstrated in an operational business environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- current commercial policies and procedures for complaint, conflict and dispute resolution
- customers and colleagues with whom the individual can interact to resolve conflicts.

These can be:

- customers in an industry workplace who are assisted by the individual during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>