

Modification history

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Package Version 4.0.
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

ACMACR404	Manage conflict situations in an animal management and regulatory environment
Application	<p>This unit describes the skills and knowledge required to resolve disputes and conflict situations that may arise when working in animal management regulatory work roles.</p> <p>This unit applies to authorised officers who are required to manage conflict and seek resolution in their day-to-day work in the animal management and regulation sector. They analyse information and exercise judgement to complete a range of skilled activities and demonstrate in depth knowledge in a specific technical area; and develop and communicate solutions for a range of commonly encountered problems,</p> <p>All work must be carried out to comply with workplace procedures according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Animal Control and Regulation (ACR)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the conflict situation	1.1 Identify and define the conflict, and record details according to workplace policies and procedures 1.2 Anticipate causes of a dispute or conflict and harmful behaviour, and implement appropriate 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 dispute or conflict with minimal delay according to legislative requirements and workplace procedures 1.6 Identify situations requiring assistance and request support promptly
2. Negotiate resolution	2.1 Address conflict constructively applying a range of strategies to resolve conflict according to workplace procedures 2.2 Use negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour 2.3 Use effective 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, as required, for situations that cannot be resolved through negotiation or 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 Use appropriate systems, records and reporting procedures to document the evaluation according to workplace procedures

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Reading	<ul style="list-style-type: none"> • Accurately interpret critical information from regulatory and workplace documentation related to unwanted animal behaviour issues resolution • interpret and analyse information to measure the success of conflict-resolution strategies
Oral communication	<ul style="list-style-type: none"> • Use active questioning and listening techniques to confirm understanding

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMACR404 Manage conflict situations in an animal management and regulatory environment	ACMACR404 Manage conflict situations in an animal control and regulation environment	Minor changes to performance criteria for clarity	Equivalent unit

Links
Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103

TITLE	Assessment requirements for ACMACR404 Manage conflict situations in an animal control and regulation environment
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has managed two different dispute or conflict situations relating to animal management regulation, including one situation where assistance from a team member is required. For each situation, the individual must have:</p> <ul style="list-style-type: none"> • identified the cause and the parties involved • analysed the situation and acted to resolve it using negotiation and mediation skills • used verbal and non-verbal techniques to communicate effectively with parties involved in the dispute or conflict • documented the situation and its resolution according to regulatory and workplace requirements. 	
Knowledge Evidence	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> • common areas of conflict and/or offences in animal management and regulation work • potential risks associated with exercising regulatory powers in work role • principles of procedural fairness and natural justice • conflict or dispute resolution techniques, including: <ul style="list-style-type: none"> • consultation strategies • negotiation and/or mediation techniques • impact of personal style • ethical work practices and relevant codes of conduct • overview of human behaviour and body language • relating to people from: <ul style="list-style-type: none"> • a range of social, cultural and ethnic backgrounds • varying physical and mental abilities • evaluation techniques to assess: <ul style="list-style-type: none"> • responses to conflict or disputes • effectiveness of resolution processes • key requirements of relevant animal management legislation, regulations, standards and codes of practice relevant to conflict and dispute resolution. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace or simulated environment that accurately reflects work undertaken in a real workplace setting • resources, equipment and materials: <ul style="list-style-type: none"> • recordkeeping and storage systems and programs • two different dispute or conflict situations specified in the performance evidence • specifications: <ul style="list-style-type: none"> • access to workplace policies and procedures, legislation, regulations, standards and codes of practice • relationships: <ul style="list-style-type: none"> • two different stakeholders specified in the performance evidence. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
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