Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3002A Manage conflict through negotiation

Release, 1CPPSEC3002A Manage conflict through negotiation

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to use effective communication techniques to manage a conflict situation. It requires the ability to assess security risk situations, accurately receive, interpret and relay information, adapt communication styles and techniques to varying social and cultural environments, and evaluate responses.
	This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit	This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |

ELEMENT	PERFORMANCE CRITERIA
1 Assess conflict.	1.1 Applicable provisions of ***legislative*** and ***organisational requirements*** relevant to own role, competence and authority are identified and complied with. 1.2 ***Conflict*** is assessed and ***response options*** evaluated against legislative requirements. 1.3 Causes of conflict and harmful behaviour are determined and appropriate responses to prevent escalation are confirmed. 1.4 ***Communication techniques*** are used to facilitate an effective exchange of information. 1.5 Specialist assistance is sought as required from ***relevant persons*** in accordance with organisational procedures.
2 Negotiate resolution.	2.1 Conflict is addressed and resolved using established strategies that comply with organisational guidelines. 2.2 ***Negotiation techniques*** are used to maintain positive interaction, divert and minimise aggressive behaviour. 2.3 Communication reflects sensitivity to individual ***social and cultural differences*** and used to engage minority groups. 2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified. 2.5 Factors which might impact on the safety and security of persons are anticipated and ***contingency measures*** formulated and implemented as required.

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3 Evaluate conflict response.	3.1 Effectiveness of response is reviewed and evaluated in accordance with organisational procedures.
	3.2 Incident observations are reported accurately and constructively.
	3.3 Review findings identify areas for improvement and recommendations for amending future conflict resolution practices.
	3.4 Relevant **documentation** is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.
	3.5 **Effects of stress** and other issues related to own well-being are recognised and managed using appropriate **stress management techniques**.

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Required Skills and Knowledge

This section describes the skills and knowledge and their level required for this unit.

Required skills

- apply effective communication and negotiation techniques
- apply problem solving strategies
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- conduct an evaluation and review process
- identify and comply with applicable legal and procedural requirements including licensing requirements
- identify and comply with security incident response procedures
- identify potential security threats to people, property and premises
- identify risk factors and assess degree of risk
- identify support and assistance requirements
- minimise threat to self and others by using appropriate negotiation techniques
- observe and accurately record and report information
- record, report and document information
- review response strategies and make adjustments according to changing circumstances
- select and use appropriate personal protection equipment
- use negotiation techniques to defuse or resolve conflict.

Required knowledge

- emergency and evacuation procedures
- how people typically respond in conflict situations, especially young people
- incident management techniques using negotiation
- indicators of neglect and abuse particularly in young people
- instructions and procedures for responding to security risk situations
- legal provisions relating to duty of care of self and others

- limits of own responsibility and authority
- observation and monitoring techniques
- operational functions and procedures for the use of communications, security and personal protection equipment
- phonetic alphabet
- powers and procedures for effecting an arrest
- principles of effective communication including techniques
- procedures and requirements for documenting security incidents
- reporting structure and processes
- requirements for collecting and presenting evidence
- security incidents and appropriate responses using negotiation
- the effects of power plays on a conflict situation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of: • identifying potential and actual risk factors and their impact on the security risk situation • interpreting and complying with legal and procedural requirements • selecting response options which are most effective for the objective • reviewing conflict management strategies and making adjustments according to changing circumstances • using communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver • using negotiation techniques to defuse and resolve conflict.
Context of and specific resources for assessment	Context of assessment includes: • a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement. Resource implications for assessment include: • access to a registered provider of assessment services • access to a suitable venue and equipment • access to plain English version of relevant statutes and procedures • assessment instruments including personal planner and assessment record book • work schedules, organisational policies and duty statements. Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.
Method of assessment	This unit of competency could be assessed using the following methods of assessment: • observation of processes and procedures • questioning of underpinning knowledge and skills.

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Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge. Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.
	Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.