



SITXCOM401 Manage conflict

COURSE INFORMATION

Description

This course is designed to meet the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. This unit covers the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions.

Course duration

2 days face to face delivery plus 8 weeks for assessment completion

Accreditation

This Unit of competency is taken from the SIT12 Hospitality Training Package, release 2.0 and is placed at the Certificate IV level on the Australian Qualifications Framework (AQF).

Transition arrangement

Students are advised, should they wish to apply for recognition of current competency from a previously endorsed training package to the latest version, the following rules apply:

- a) If a unit is **equivalent**: we advise the student that we will issue them with a Statement of Attainment for the new unit once it is approved for CMAA's Scope of Registration.
- b) If a unit is **not equivalent**: we will notify and provide further tuition and / or assessment free of charge to address any gap in training and / or assessment. Upon completion we will issue a Statement of Attainment once approved on the CMAA's scope of registration.

Eligibility/entry requirements

This is a practical course and assessment tasks are work focused, therefore learners must be working in an appropriate operational role in industry. This unit of competency has no pre-requisites.

Literacy Language and Numeracy and Reasonable Adjustment

In circumstances where it is considered that a learner's language, literacy or numeracy skills may not be at the required level, the RTO Manager is to be contacted to determine whether a learner needs assistance.

For further information, please go to our web site at: <http://www.cmaa.asn.au/default.aspx?id=102>.

Delivery mode

This course is to be delivered over 2 days, face to face, with up to 8 weeks, self-paced work based assessment to completed

Program content

This courses is designed to address the performance criteria, skills and knowledge, as well as critical aspects of assessment set out by the Unit of Competency with the expectation that the skills and knowledge obtained from this course will assist those who find themselves in conflict situations within the workplace

Assessment

Students will be assessed throughout the course via Role plays and Self Evaluation questions, as well as a multiple choice exam to be completed at the end of the lesson.

Furthermore, each student will be given 8 weeks at the end of the course to submit their work based portfolio.

Students who have not submitted their written report by the due date will be issued a Certificate of Attendance unless they have been granted an extension.

Students will be granted the opportunity of 1 re-submission of assessment tasks, free of charge, should they be found to be Not Yet Competent. Any further resubmissions will incur a fee.

Recognition of prior learning

Students are able to apply for recognition of prior learning for this unit of competency.

For further information on CMDA's RPL process, please refer to our web site at:

<http://www.cmaa.asn.au/default.aspx?id=167>

Credit transfer

Credit transfer is available upon request and appropriate documentation must be supplied.

Entry/exit points

There is no entry or exit point in this Unit of Competency as it is delivered as a standalone unit.

Resources

Students are issued with a Student workbook, handouts and supporting material throughout the course.

Career pathways

This Unit of Competency forms part of the SIT40313 Certificate IV in Hospitality