

## UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT

**UNIT CODE:** COD/OS/SW/CR/07/5/A

### UNIT DESCRIPTION:

This unit describes the competencies required to identify community conflict issues, establish the conflict causes, identify conflict resolution measures, support implementation of conflict resolution measures and document conflict resolution activities

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make the workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Identify community conflict issues	1.1 Inception and introductory meetings are conducted as per organisation policy 1.2 Selection criteria for target population is developed as per organisation policy 1.3 Selection criteria is applied as per organisation policy 1.4 Mobilization of the target group is done as per the selection criteria
2. Establish conflict causes	2.1 Assessment tools for both primary and secondary data sources is developed as per SOPs 2.2 Assessment Tools are administered as per SOPs 2.3 Findings are documented as per organisation policy 2.4 Findings are analysed as per SOPs 2.5 Report is prepared as per SOPs. 2.6 Information is disseminated as per organisation policy
3. Identify conflict resolution measures	3.1 Relevant stakeholders mobilised as per organisation policy 3.2 <i>Conflict resolution program</i> formulation meeting conducted as per organisation policy 3.3 The conflict resolution program is formulated as per SOPs.

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These describe the key outcomes which make the workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.4 Implementation plan for conflict resolution is identified as per the programme 3.5 Conflict resolution implementation plan is shared as per organisation policy 3.6 Resources are shared as per organisation policy 3.7 Plan is Implemented as per organisation policy
4. Support conflict resolution process	4.1 Monitoring tools are identified as per SOPs 4.2 Monitoring tools are implemented as per organisation policy 4.3 Review of conflict resolution measures/ peace building programmes is done as per organisation policy
5. Document conflict resolution and management activities	5.1 Documentation procedures are identified as per SOPs 5.2 Documentation plan is identified as per the organization policy. 5.3 Documentation tools are prepared based on the documentation plan 5.4 Documentation analysis is conducted as per the organization policy 5.5 Documents are stored as per organization policy

### **RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

<b>Variable</b>	<b>Range</b> <i>May include but not limited to:</i>
Peace building programs	<ul style="list-style-type: none"> <li>• School based peace education programmes</li> <li>• Community peace programmes</li> <li>• Peace building meetings</li> <li>• Healing and reconciliation process</li> </ul>
Conflict resolution programs	<ul style="list-style-type: none"> <li>• Mediation</li> </ul>

<b>Variable</b>	<b>Range</b> <i>May include but not limited to:</i>
	<ul style="list-style-type: none"> <li>• Arbitration</li> <li>• reconciliation</li> </ul>

## **REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

### **Required Skills**

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Conflict resolution skills
- Problem solving skills

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### **Required knowledge**

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Basic counselling and psychology
- Rehabilitation programs

- Statistics
- Economics
- Basic accounting
- Digital literacy

## EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Demonstrated ability to mobilize target group</li> <li>1.2 Demonstrated ability to identify selection criteria to identify target group</li> <li>1.3 Demonstrated ability to apply selection criteria</li> <li>1.4 Demonstrated ability to identify assessment tools for both primary and secondary data sources</li> <li>1.5 Demonstrated ability to administer assessment tools</li> <li>1.6 Demonstrated ability to disseminate information</li> <li>1.7 Demonstrated ability to implement conflict resolution programmes</li> <li>1.8 Demonstrated ability to identify monitoring tools</li> <li>1.9 Demonstrated ability to review conflict resolution measures</li> <li>1.10 Demonstrated ability to document conflict resolution and management activities.</li> </ul>
2. Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 A functional office</li> <li>2.2 A fully equipped simulated training office</li> </ul>
3. Methods of Assessment	<p><b>Competency may be assessed through:</b></p> <ul style="list-style-type: none"> <li>3.1 Verbal questioning</li> <li>3.2 Project</li> <li>3.3 Observation</li> <li>3.4 Third party report</li> <li>3.5 Interview</li> <li>3.6 Written test</li> </ul>
4. Context of Assessment	<p>Competency may be assessed individually</p> <ul style="list-style-type: none"> <li>4.1 on-the-job</li> <li>4.2 off-the-job</li> <li>4.3 workplace experience</li> </ul>
5. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>