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| STUDENT ASSESSMENT SUBMISSION TEMPLATE |

Qualification & Unit Details

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| **Unit Code & Title** | SITXCOM010 Manage conflict. |
| **Qualification** | SIT40521 Certificate IV in Kitchen Management |

**Submission Details**

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| **Student Name** |  |
| **Student Number** |  |
| **Date of Submission** | Click or tap to enter a date. | **Assessor Name** |  |

**Assessment Details**

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| **Assessment Task Number** | Assessment Method (Written Task, Case study, Project, Role-play, presentation etc.) | **Date of Completion**(Actual date of each task completion. This must be three different days) |
| Task 1 | Written task - Questioning | Click or tap to enter a date. |
| Task 2 | Case study | Click or tap to enter a date. |

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| **Academic integrity definitions*** **Plagiarism and cheating:** Plagiarism is the presentation of an assignment by a student that has been copied in whole or in part from another student’s work, or from any other source (e.g., published books or periodicals or Internet sites) without due acknowledgement in the text or references. Cheating is the copying another student’s work or using mobile phone or any other electronic gadgets in class while working on assessment task.
* **Collusion:** Collusion is the presentation by a student of an assignment as their own work which is in fact the result in whole or part of unauthorised collaboration with another person/s.
* **Copy of work:** Please ensure that a copy of all work has been kept with you prior to submission. On rare occasions, assessments may be lost in the system and in such cases, you will be required to provide a second copy.
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| **Candidate (Student) declaration**I declare that: 1. Submitted work is my own work and does not involve plagiarism or cheating.
2. This submission is based on my own research and all sources used by me have been referenced.
3. This piece of work has not previously been submitted for assessment in this or any other subject.
4. I understand plagiarism and collusion obligation as outlined in the institute’s assessment policy.
5. I declare that I have kept copies of all my submitted work.

**Candidate (Student) Signature** ………………………………………………………………………… **Date** ………………………………… |

**Why you need to use this template?**

The template provides consistency across all submissions, and you will not miss any assessment activity. The purpose is to save your time preparing documents, increase efficiency, and reduce potential errors by giving candidates detailed instructions on how to perform any task or project using specific templates and space for answers and solutions.

This template provides the assessor to receive submissions with consistency and for compression of candidates’ submissions for plagiarism, collusion, and irregularities of educational submissions.

**ASSESSMENT GUIDELINES FOR WRITTEN TASKS**

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| --- | --- |
| **QUESTION TYPE** | **HOW LONG YOUR ANSWER SHOULD BE (LENGTH OF ANSWER)** |
| **Define** | Length approximately 4 typed lines = 50 words. |
| **Identify** | Write dot points of the number of items to identify according to the question. |
| **Outline** | Summarise in a line or set of lines the required number of items or develop appropriate meaningful answers according to the question but not in detail. |
| **Identify and briefly describe** | Identify in dot points and provide a description of each with a minimum of 4 typed lines = 50 words. |
| **Describe** | Provide a description with minimum 8 typed lines = 100 – 150 words or appropriately described to provide a meaningful answer with consistent knowledge application in length according to the question. |
| **Explain** | Explain the procedure with minimum 8 typed lines = 100 – 150 words or appropriately explain to provide a meaningful answer with consistent knowledge application in length according to the question. |
| **Distinguish / differentiate**  | Distinguish means recognise or treat (someone or something) as different. To differentiate is to show or find the difference between things which are compared. It simply means that they are not the same but does not qualify them as being unique and possibly not related. Length approximately 4 – 8 typed lines = 50 – 100 words for each question. |
| **What?**  | This is to assess your knowledge of something related to the subject area asking you to specify one or more things related to what is being asked in the question. This is generally asking for a short answer for which you need to provide a short description answering the question where the reader understands the answer to the question. Approx. 4 – 8 lines = 100 – 150 words. |
| **How?** | This method of question is to assess your ability to explain or describe the ways, methods, manner, procedure, or process of something related to the question being asked. You need to provide sufficient description of how (ways, methods, manner, procedure, or process) it can be performed for the reader to understand the ways or procedure. Approx. 4 – 8 lines = 100 – 150 words. |
| **Why?** | This question is to assess your knowledge of something and the purpose of it. You need to provide sufficient description of why (the purpose/objective or aim) it is used for the reader to understand the reason or purpose of it. Approx. 4 – 8 lines = 100 – 150 words. |

# Assessment Task 1

The following is a set of knowledge-based questions. Read the text section ‘introduction’ in the learner workbook, refer to training undertaken and provide your answer solutions to the following questions using your own words to demonstrate your consistent knowledge application.

**Note:**

1. Ensure you answer all the following questions using the length guidelines above and quantity requirements applicable for the following relevant questions.
2. Provide references and give credit to authors you have consulted for their ideas in writing your answers. It helps you to avoid plagiarism by making it clear which ideas are your own and which are someone else's and it shows your understanding of the topic, gives supporting evidence for your ideas, arguments, and opinions and allows others to identify the source you have used.
3. The space below does not indicate the size of the answer length. Follow above guidelines and **keep typing and the space will expand as you type**. If answers are recorded separate to this document, they must be attached at the back of this document.

**Questions**

**Question 1**

Define ‘workplace conflicts.

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**Question 2**

Briefly describe the commonly occurring conflict situations in the tourism, travel, hospitality and event industries and their typical causes.

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**Question 3**

Briefly describe the following conflict theory:

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| Signs. |  |
| Stages. |  |
| Levels. |  |
| Factors involved. |  |
| Results. |  |

**Question 4**

Briefly describe the following conflict-resolution techniques:

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| 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. |  |

**Question 5**

Briefly describe the following resources to assist in managing conflict:

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| Counsellors. |  |
| Internal security staff. |  |
| Mediators. |  |
| Other staff members. |  |
| Police. |  |

**Question 6**

Briefly describe the following communication techniques:

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| 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. |  |

**Question 7**

Briefly describe the organisational policies and procedures for:

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| Complaint. |  |
| Conflict. |  |
| Dispute resolution. |  |

---End of Written Task Activities---

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| **References**Provide references to education materials you have used to develop your answers. A reference list lists only the sources you refer to in your writing. The purpose of the reference list is to allow your sources to be found by your reader (assessor). It also gives credit to authors you have consulted for their ideas. It helps you to avoid plagiarism by making it clear which ideas are your own and which are someone else's, shows your understanding of the topic, gives supporting evidence for your ideas, arguments, and opinions. allows others to identify the sources you have used.  |

# Assessment Task 2

**Manage conflict in relation to three matters.**

**Case Study** (Skills and Knowledge Application)

This assessment task has two parts. Part 1 about complaints or disputes with customers and part 2 about team member disputes. Using the simulated workplace and the scenario in the appendix, provide solutions to resolve complex or escalated complaints and disputes with internal and external customers and colleagues.

**Your role**

You work as the manager for the simulated workplace who operate with some level of independence and use discretion and judgement to resolve conflicts.

**Your Task**

Complete the following workplace activities demonstrating skills and knowledge to resolve complex or escalated complaints and disputes with internal and external customers and colleagues:

**Part 1: Take action to resolve escalated complaints or disputes with customers.**

1. Read the case study in the appendix and identify conflict scenarios and take action to resolve escalated complaints or disputes with customers in relation to at least three of the following matters:
	1. Cultural misunderstanding.
	2. Incorrect pricing of product or service.
	3. Delays or errors in providing product or service.
	4. Misunderstanding of customer request or communication barrier.
	5. Person who appears to be violent or threatening.
	6. Problem or fault with product or service.
	7. Refused entry or ejection from premises.
	8. Situation where someone has been or may be hurt.

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| Conflict Situation 1 |  |
| Conflict Situation 2 |  |
| Conflict Situation 3 |  |

1. Read the conflict resolution policy and procedure and for each of above selected three situations, develop your resolutions by responding to the following requirements:
	1. What potential for conflict and what action you take and how soon you take the action to prevent escalation?
	2. What assistance you provide for selected conflict situations where personal safety of customers may be threatened?
	3. What resources you use to assist in managing conflict?
	4. How you establish and agree on the nature of the conflict and assess the impact?

Conflict 1

|  |  |
| --- | --- |
| What potential for conflict and what action you take and how soon you take the action to prevent escalation? |  |
| What assistance you provide for selected conflict situations where personal safety of customers may be threatened? |  |
| What resources you use to assist in managing conflict? |  |
| How you establish and agree on the nature of the conflict and assess the impact? |  |

Conflict 2

|  |  |
| --- | --- |
| What potential for conflict and what action you take and how soon you take the action to prevent escalation? |  |
| What assistance you provide for selected conflict situations where personal safety of customers may be threatened? |  |
| What resources you use to assist in managing conflict? |  |
| How you establish and agree on the nature of the conflict and assess the impact? |  |

Conflict 3

|  |  |
| --- | --- |
| What potential for conflict and what action you take and how soon you take the action to prevent escalation? |  |
| What assistance you provide for selected conflict situations where personal safety of customers may be threatened? |  |
| What resources you use to assist in managing conflict? |  |
| How you establish and agree on the nature of the conflict and assess the impact? |  |

1. Read the case study, identify, and describe your scope of own role and responsibilities, and organisational procedures for managing conflict.

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1. Describe your approach to seek assistance for resolving conflict according to above scope of own role and responsibilities.

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1. Assess and analyse the impact of conflicts on the reputation of the business and its potential legal liabilities.

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1. Assess and evaluate possible solutions to resolve the conflict, considering the limitations and guidelines set by the organization and select best option.

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1. Develop procedures to implement above selected best option for resolving conflict and identify the reporting requirements.

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1. Develop a brief report to report to higher management about the conflict, conflict resolution techniques applied, and outcome achieved.

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1. Write an email script to communicate with parties involved to seek and provide feedback on conflict and its resolution and possible causes of workplace conflict and provide input for workplace enhancement and improvements.

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1. Evaluate and write a reflection on the conflict and effectiveness of the solution.

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**Part 2: Take action to resolve team member disputes in relation to at least two of the following matters:**

1. Read the case study in the appendix and identify conflict scenarios and take action to resolve team member disputes in relation to at least two of the following matters:
	1. Dispute or argument among work colleagues.
	2. Drug or alcohol-affected person.
	3. Job duties or rosters.
	4. Lack of competence.

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| Conflict Situation 1 |  |
| Conflict Situation 2 |  |

1. Read the conflict resolution policy and procedure and for each of above selected two situations, develop your resolutions by responding the following requirements:
2. What potential for conflict and what action you take and how soon you take the action to prevent escalation?
3. What assistance you provide for selected conflict situations where personal safety of colleagues may be threatened?
4. What resources you use to assist in managing conflict?
5. How you establish and agree on the nature of the conflict and assess the impact?

Conflict 1

|  |  |
| --- | --- |
| What potential for conflict and what action you take and how soon you take the action to prevent escalation? |  |
| What assistance you provide for selected conflict situations where personal safety of customers may be threatened? |  |
| What resources you use to assist in managing conflict? |  |
| How you establish and agree on the nature of the conflict and assess the impact? |  |

Conflict 2

|  |  |
| --- | --- |
| What potential for conflict and what action you take and how soon you take the action to prevent escalation? |  |
| What assistance you provide for selected conflict situations where personal safety of customers may be threatened? |  |
| What resources you use to assist in managing conflict? |  |
| How you establish and agree on the nature of the conflict and assess the impact? |  |

1. Identify parties for each conflict and determine your communication methods with parties involved.

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1. Identify situations that these conflicts among colleagues and personal safety of colleagues may be threatened and what assistance you could provide to colleagues.

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1. Determine conflict-resolution techniques to resolve each of above conflict situations.

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1. Describe your scope of own role and responsibilities to resolve above conflicts and required assistance.

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1. Evaluate conflict among colleagues and the impact on business reputation and legal liability.

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1. Evaluate options for resolving conflict among colleagues and select best possible option and determine required reports.

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1. Write an email script to communicate the conflict resolution with parties involved to seek and provide feedback on conflict and its resolution.

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1. Evaluate the effectiveness of the resolution and determine how to manage conflicts among colleagues and provide input for workplace enhancement and improvements.

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---End of Case Study Task Activities---

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| **Self-Assessment Checklist** |

**Note:** The following checklist is for you to confirm your work completion as well as performance and demonstration of skills. Ensure you carefully check, and tick as completed and performed before submitting written evidence and while demonstrating skills during performing the task.

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|  | **Assessment Task Activity**  | Completed as required. |
|  | **Part 1: Take action to resolve escalated complaints or disputes with customers.** | **Yes** | **No** |
| 1 | Read the case study in the appendix and identify conflict scenarios and take action to resolve escalated complaints or disputes with customers in relation to at least three of the following matters:* 1. Cultural misunderstanding.
	2. Incorrect pricing of product or service.
	3. Delays or errors in providing product or service.
	4. Misunderstanding of customer request or communication barrier.
	5. Person who appears to be violent or threatening.
	6. Problem or fault with product or service.
	7. Refused entry or ejection from premises.
	8. Situation where someone has been or may be hurt.
 | [ ]  | [ ]  |
| 2 | Read the conflict resolution policy and procedure and for each of above selected three situations, develop your resolutions by responding to the following requirements:* 1. What potential for conflict and what action you take and how soon you take the action to prevent escalation?
	2. What assistance you provide for selected conflict situations where personal safety of customers may be threatened?
	3. What resources you use to assist in managing conflict?
	4. How you establish and agree on the nature of the conflict and assess the impact?
 | [ ]  | [ ]  |
| 3 | Read the case study, identify, and describe your scope of own role and responsibilities, and organisational procedures for managing conflict. | [ ]  | [ ]  |
| 4 | Describe your approach to seek assistance for resolving conflict according to above scope of own role and responsibilities. | [ ]  | [ ]  |
| 5 | Assess and analyse the impact of conflicts on the reputation of the business and its potential legal liabilities. | [ ]  | [ ]  |
| 6 | Assess and evaluate possible solutions to resolve the conflict, considering the limitations and guidelines set by the organization and select best option. | [ ]  | [ ]  |
| 7 | Develop procedures to implement above selected best option for resolving conflict and identify the reporting requirements. | [ ]  | [ ]  |
| 8 | Develop a brief report to report to higher management about the conflict, conflict resolution techniques applied, and outcome achieved. | [ ]  | [ ]  |
| 9 | Write an email script to communicate with parties involved to seek and provide feedback on conflict and its resolution and possible causes of workplace conflict and provide input for workplace enhancement and improvements. | [ ]  | [ ]  |
| 10 | Evaluate and write a reflection on the conflict and effectiveness of the solution. | [ ]  | [ ]  |
|  | **Part 2: Take action to resolve team member disputes in relation to at least two of the following matters:** |  |  |
| 11 | Read the case study in the appendix and identify conflict scenarios and take action to resolve team member disputes in relation to at least two of the following matters:* 1. Dispute or argument among work colleagues.
	2. Drug or alcohol-affected person.
	3. Job duties or rosters.
	4. Lack of competence.
 | [ ]  | [ ]  |
| 12 | Read the conflict resolution policy and procedure and for each of above selected two situations, develop your resolutions by responding the following requirements:1. What potential for conflict and what action you take and how soon you take the action to prevent escalation?
2. What assistance you provide for selected conflict situations where personal safety of colleagues may be threatened?
3. What resources you use to assist in managing conflict?
4. How you establish and agree on the nature of the conflict and assess the impact?
 | [ ]  | [ ]  |
| 13 | Identify parties for each conflict and determine your communication methods with parties involved. | [ ]  | [ ]  |
| 14 | Identify situations that these conflicts among colleagues and personal safety of colleagues may be threatened and what assistance you could provide to colleagues. | [ ]  | [ ]  |
| 15 | Determine conflict-resolution techniques to resolve each of above conflict situations. | [ ]  | [ ]  |
| 16 | Describe your scope of own role and responsibilities to resolve above conflicts and required assistance.  | [ ]  | [ ]  |
| 17 | Evaluate conflict among colleagues and the impact on business reputation and legal liability.  | [ ]  | [ ]  |
| 18 | Evaluate options for resolving conflict among colleagues and select best possible option and determine required reports. | [ ]  | [ ]  |
| 19 | Write an email script to communicate the conflict resolution with parties involved to seek and provide feedback on conflict and its resolution. | [ ]  | [ ]  |
| 20 | Evaluate the effectiveness of the resolution and determine how to manage conflicts among colleagues and provide input for workplace enhancement and improvements. | [ ]  | [ ]  |

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| **References**(For task 1, 2 & 3)A reference list lists only the sources you refer to in your writing. The purpose of the reference list is to allow your sources to be found by your reader (assessor). It also gives credit to authors you have consulted for their ideas. It helps you to avoid plagiarism by making it clear which ideas are your own and which are someone else's, shows your understanding of the topic, gives supporting evidence for your ideas, arguments, and opinions. allows others to identify the sources you have used. For example, you can use any of the following styles,**Harvard Style**1. **Website with an author** - Author surname, initials (Year), article title, website name, Available at: http://website url.com.au/article, accessed 10 March 2021.
2. **Website without author and no date** - Article title (n.d.), website name, Available at: http://website url.com.au/article, accessed 10 March 2021.
3. **Book with no author** - Title of book, edition (edn), Volume number or number of volumes, Publisher, Place of publication, page number(s) if applicable.
4. **Book with one author** - Author, A (Year), Title of book, Publisher, Place of publication.
5. **Book with two or three authors** - Authors, AA, Author, BB & Author, CC (Year), Title of book, Publisher, Place of publication.

**APA Style**1. **Website with an author** – Murray, G. (2005). A duty of care to children and young people in Western Australia: Report on the quality assurance and review of unsubstantiated allegations of abuse in care: 1 April 2004 to 12 September 2005. Western Australia, Department of Child Protection. http://www.community.wa.gov.au/NR/rdonlyres/
2. **Website without author and with date** - Australia. Department of Health and Aged Care. (2000). National youth suicide prevention strategy. http://www.health.gov.au/hsdd/mentalhe/sp/nysps/about.htm/.
3. **Whole Internet Site** - Goldberg, I. (2000). Dr. Ivan's depression central. http://www.psycom.net/depression.central.html/.
4. **Book with an author** - Wells, A. (2009). Metacognitive therapy for anxiety and depression in psychology. Guilford Press.
5. **Book with no author** - The Blackwell dictionary of cognitive psychology. (1991). Blackwell.
 |
| List all references used for assessment task 1, 2 and 3 below (if any) |