



ORANGE HIGH SCHOOL

ASSESSMENT TASK NOTIFICATION

Subject	Work Studies
Topic	Workplace Issues
Class Teacher	Sutherland
Head Teacher	Paine
Year	12
Date Given	Week 3
Date Due	Week 5
Weighting	25%

Assessment Outline

PART 1: The Fair Work Ombudsman – Effective Dispute Resolution (10 marks) [Outcome 5]

PART 2: Resolving Difficult Workplace Scenarios (10 marks) [Outcome 7]

PART 3: Role-Play and Conflict Resolution (10 marks) [Outcome 6]

See instructions for task inside

Non-completion of Task:

If you know you are going to be away on the day that the task is due, you must make alternative arrangements with your teacher beforehand. If you are suddenly away on the day that the task is due, you must contact your teacher or Head Teacher on your return to school. Documentation will be required in both classes.

Plagiarism:

Plagiarism, the using of the work of others without acknowledgement will incur serious penalties and may result in zero award. Any cheating will also incur penalties.

Failure to follow the above procedures may result in a zero award.

The policies and procedures that are outlined on the ROSA booklet will be followed regarding the non-completion of assessment tasks.

Outcomes Assessed

- Outcome 5 – communicates and uses technology effectively
- Outcome 6 – applies self-management and teamwork skills
- Outcome 7 – utilises strategies to plan, organise and solve problems

PART 1: The Fair Work Ombudsman – Effective Dispute Resolution

- Go to this website: <https://www.fairwork.gov.au/tools-and-resources/best-practice-guides>
- On this page are a series of dash points, the 2nd last dash point is “effective dispute resolution”, click on it.
- On the next page, click on the link that says “effective dispute resolution – PDF”.
- Using this PDF, answer the following questions with research

1. Working at Best Practice [PAGE 1]

- a) In which types of workplaces can issues arise?
- b) Explain when a dispute exists in the workplace.
- c) Most disputes can often be resolved in which two ways?
- d) List any three benefits to providing a best practice approach to dispute resolution

2. Dispute Resolution [PAGE 1&2]

- a) Provide the three possible outcomes of how a dispute is brought to an end
- b) List any three reasons why a dispute may arise in the first place

3. Legal Requirements of the Fair Work Act [PAGE 2&3]

- a) Where will employees have access to the dispute resolution procedure?
- b) Within a workplace, if an employee and manager is unable to reach a resolution, what happens next?
- c) Outside a workplace, what is the Fair Work Commission’s role?
- d) Before approving a new enterprise agreement, what must the Fair Work Commission do?

4. Using Best Practice to Avoid, Manage and Resolve Disputes at Work [PAGE 4]

- a) The best way to handle a workplace dispute depends on what two things?
- b) What are the four signs of conflict?
- c) Employees should be able to communicate in which three ways?

5. CASE STUDY: Communication [PAGE 5]

- a) Where does Jamila work and what is her problem?
- b) How has Jamila’s emotions changed while at work?
- c) Who did Jamila contact to determine that her pay is in fact correct?
- d) How could have this entire dispute been avoided?

6. Manage Change [PAGE 6]

- a) Think of the who, when and how in creating a strategy to communicate with employees.

7. Train managers and employees on how to resolve disputes [PAGE 7]

- a) Think of three types of training and coaching managers should be provided with.

8. Create a Simple Dispute Resolution Process [PAGE 8]

- a) Give the details on “be sensitive”, “set expectations” and be transparent

9. Get Help with a Dispute [PAGE 9]

- a) If you haven’t been able to resolve a dispute, who might you want to ask?
- b) Who else can provide you with tailored advice and assistance?

10. Checklist for Dispute Resolution Best Practice [PAGE11]

- a) List any four aspects that a dispute resolution procedure should possess

PART 2: Resolving Difficult Workplace Scenarios

Instructions: Below you will find three fictional scenarios that could be considered challenging to resolve. Each scenario is realistic enough that it could reasonably occur in workplaces today. Also, each scenario represents a different type of problem. Your task is to write a paragraph for each scenario about steps you would take which would eventually resolve the dispute. Each paragraph should include:

- at least three steps taken to attempt a resolution
- a final resolution between the disputing parties in which the terms are described
- integration of some of the research you collected in Part 1

Scenario 1: Workplace Bullying

Joyce is a young woman that has been working in the office for 5 years. Recently, she and her boyfriend separated and move out of their home. On every shift, Joyce has noticed that her co-workers are whispering behind her back about the details of the separation. Her boyfriend cheated and someone found out. She is noticing a few post-it's that are being stuck around that say mean things about why her boyfriend left her.

What does Joyce do?

Scenario 2: Workplace Discrimination

Charlotte recently received a work placement in a large warehouse with big heavy boxes. The warehouse didn't directly hire her, the company's headquarters placed her there. She is the only female working in the warehouse. She is technically trained as a forklift driver but the manager keeps assigning her to paperwork. Guys with less experience on the forklift keep getting that job. She has asked to get more time on the forklift but the manager says it's too dangerous for a woman. What does Charlotte do?

Scenario 3: Workplace Health and Safety

John has been working as an engineer inside a factory for a week. This factory has a lot of large moving machinery and John's job requires him to get close to the machines on a regular basis. Ever since he started working there he has felt unsafe. There are no guard rails between the standing platforms and machines and he isn't provided a helmet. The factory shuts off the machines as little as possible to maximize profit, meaning John has to inspect them while they run. The manager claims there hasn't been an accident or injury in over 10 years so there's no need to change anything. What does John do?

PART 3: Role-Play and Conflict Resolution

Group Work: In pairs of two, create your own difficult workplace scenario that needs to be resolved. The scenario should fall under one of the categories from Part 2 – bullying, discrimination or safety. The scenario should be realistic enough that it could reasonably happen. Then create a script that the two of you will act out in a role-playing scenario. The scenario should have a clear dispute, an ongoing process to resolve the issue with at least three steps, and finally a clearly defined resolution. Submit the script.

Conflict Resolution Process: Create your own process that could be implemented to resolve workplace disputes. There should be five steps in your process with each step an escalation from the previous step as a dispute becomes more difficult to resolve. This does not mean every dispute will require all five steps to resolve but they are available just in case. The steps should be clear, fair and transparent as to what is being done. The final step must be capable of reaching a resolution every time, even if one of the disputing parties would not be happy with the outcome. Detail is very important here, the process should be easily implementable by someone else reading the steps.

PART 1: The Fair Work Ombudsman – Effective Dispute Resolution

9-10 marks	All or nearly all of the research is complete. The research is very accurate and detailed. The writing is well formatted and easily readable.
7-8 marks	Most of the research is complete. The research is mostly accurate and detailed. The writing is formatted and readable.
4-6 marks	Some of the research is complete. The research is accurate and detailed. The writing is partially formatted and generally readable.
2-3 marks	Little of the research is complete. The research is partially accurate and lacks detail. The writing is lacking formatting and not easily readable.
0-1 marks	Very little of the research is complete. The research is not accurate and lacks detail. The writing is not formatted and not readable.

PART 2: Resolving Difficult Workplace Scenarios

9-10 marks	Every scenario includes three or more steps towards resolution. The terms of the final resolution is thoroughly described. A significant amount of research from Part 1 has been integrated into the answer to support the statements.
7-8 marks	Every scenario includes at least three steps towards resolution. The terms of the final resolution is described. A good amount of research from Part 1 has been integrated into the answer to support the statements.
4-6 marks	Scenarios include two to three steps towards resolution. The terms of the final resolution is partially described. Some research from Part 1 has been integrated into the answer to support the statements.
2-3 marks	Scenarios include one to two steps towards resolution. The terms of the final resolution is lacking in description. Little research from Part 1 has been integrated into the answer, statements are not supported.
0-1 marks	Scenarios do not include steps towards resolution. The terms of the final resolution is not present. No research from Part 1 has been integrated into the answer, statements are not supported.

PART 3: Role-Play and Conflict Resolution

9-10 marks	The created scenario is realistic and falls under one of the three categories. The pair is well planned with a quality script and the role playing is executed very well. The resolution is excellent and thoroughly described. The resolution process has 5 excellent steps that escalate every time and could be realistically implemented.
7-8 marks	The created scenario is realistic and falls under one of the three categories. The pair is planned with a script and the role playing is executed well. The resolution is very good and described. The resolution process has 4 to 5 steps that escalate every time and could be implemented.
4-6 marks	The created scenario partially realistic and may fall under one of the three categories. The pair is partially planned, may have a script and the role playing is done on the spot. The resolution is present. The resolution process has 3 to 4 steps that may escalate and could be implemented with further guidance.
2-3 marks	The created scenario not very realistic and may fall under one of the three categories. The pair is mostly not planned, does not have a script and the role playing is done on the spot. The resolution may be present. The resolution process has 2 to 3 steps that may escalate and could be implemented with further guidance.
0-1 marks	The created scenario not realistic and does not fall under one of the three categories. The pair is not planned, does not have a script and the role playing is done on the spot. The resolution is not present. The resolution process has 0 to 2 steps that no not escalate and could not be implemented in its current state.

