



The University of Southern Queensland

## Course specification

The current and official versions of the course specifications are available on the web at <http://www.usq.edu.au/coursespecification/current>.  
Please consult the web for updates that may occur during the year.

### Description: Conflict Management

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
EDU	8334	90413	2, 2009	EXT	1.00	Toowoomba

<b>Academic group:</b>	FOEDU
<b>Academic org:</b>	FOE002
<b>Student contribution band:</b>	National Priority Teaching
<b>ASCED code:</b>	070113

### STAFFING

Examiner: Mark Tyler  
Moderator: Barry Fields

### OTHER REQUISITES

State law in Queensland (Australia) requires that all adults working/undertaking professional experience/researching with children under the age of 18, in the state of Queensland are required to possess a current suitability card (Blue Card). (See "Other Requirements" for further information.)  
Also see: <http://www.childcomm.qld.gov.au/employment/bluecard/informationSheets.html>

### RATIONALE

In recent years, a body of knowledge has developed around both the nature of conflict and strategies for its peaceful resolution. This information is widely recognised as being applicable to a broad range of conflict situations. Encompassing disputes between countries through to disagreements between individuals. In the helping professions, including education, intergroup and interpersonal conflict is often a daily reality as educators, administrators, parents, students, politicians, and community members, frequently with disparate goals and needs, strive to be heard and accommodated. The increasingly collaborative nature of the education enterprise is bringing these groups together more and more. In this environment skills of interpersonal problem solving and conflict resolution are essential if participants and stockholders are to have their needs met and for the education process to proceed in the productive manner.

### SYNOPSIS

In this course, conflict is defined and several theoretical models of conflict are introduced and explained. Particular attention is given to the nature of conflict, including its causes, the characteristics of conflict situations, and types of conflict. Drawing upon the writings of a number of authorities and researchers in the field, a model of conflict management is developed and explored. Conflict management skills, tactics, and strategies are introduced and discussed in details, with particular reference to their applicability to intergroup and interpersonal conflicts encountered in the school situation. The course provides the opportunity for students to apply knowledge of

conflict resolution approaches to numerous case studies and to problems they may have had or may be encountering in their relations with colleagues, relatives, and friends.

## OBJECTIVES

The course objectives define the student learning outcomes for a course. The assessment item(s) that may be used to assess student achievement of an objective are shown in parenthesis. On successful completion of this course students will be able to:

1. define conflict, with particular reference to intergroup and interpersonal conflict (Online Quizzes 1, 2 and 3)
2. identify factors which might precipitate or contribute to intergroup and interpersonal conflict (Online Quizzes 1, 2 and 3)
3. explicate an alternative dispute resolution model of conflict management, with particular reference to its theoretical basis and the rationale for its skills, tactics, and strategies of conflict resolution (Online Quizzes 1, 2 and 3; Video Recording- conflict resolution)
4. apply knowledge and beginning skill of conflict resolution approaches to case studies and personal experiences of intergroup and interpersonal conflict in both education and non-education settings (Short Answer Assessment, Video Recording Mediation Role Play).
5. demonstrate competence in and appropriate use of language and literacy, including spelling, grammar, punctuation and bibliographic referencing (All assessment items).

## TOPICS

Description	Weighting (%)
1. Introduction to conflict resolution	15.00
2. Nature of conflict: causes; characteristics of conflict; situations and types of conflict	15.00
3. Analysing, Evaluation and Planning for Conflict Resolution	20.00
4. Mediation as a conflict management tool	50.00

## TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at <http://bookshop.usq.edu.au> click 'Semester', then enter your 'Course Code' (no spaces).

Boulle, L 2005, *Mediation Principles Process Practice*, Lexis Nexis Butterworths, Chatswood NSW.

Tillett, G. and French, B. 2006, *Resolving Conflict: A practical approach*, Oxford University Press, Melbourne, Victoria.

## REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

Whether you are on, or off campus, the USQ Library is an excellent source of information <http://www.usq.edu.au/library/> . The gateway to education resources is here...  
<http://www.usq.edu.au/library/faculties/education/default.htm>

## STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Assessments	45.00
Directed Study	90.00
Private Study	30.00

## ASSESSMENT DETAILS

Description	Marks out of	Wtg (%)	Due date
ONLINE QUIZZES 1, 2, AND 3	999.00	30.00	20 Jul 2009 (see note 1)
VIDEO RECORDING - CONFLICT RES	999.00	25.00	11 Sep 2009
SHORT ANSWER ASSESSMENT	999.00	20.00	09 Oct 2009
VIDEO REC MEDIATION ROLE PLAY	999.00	25.00	23 Oct 2009

### NOTES

1. Online Quiz No. 1 due 5/08/2009. Online Quiz No. 2 due 19/08/2009 Online Quiz No. 3 due 2/09/2009.

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:  
There are no attendance requirements for this course. However, it is the students' responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.
- 2 Requirements for students to complete each assessment item satisfactorily:  
To complete each of the assessment items satisfactorily, students must obtain at least 50% of the marks or a grade of at least C-. (Depending upon the requirements in Statement 4 below, students may not have to satisfactorily complete each assessment item to receive a passing grade in this course.)
- 3 Penalties for late submission of required work:  
If students submit assignments after the due date without (prior) approval of the examiner then a penalty of 5% of the total marks gained by the student for the assignment may apply

- for each working day late up to ten working days at which time a mark of zero may be recorded. No assignments will be accepted after model answers have been posted.
- 4 Requirements for student to be awarded a passing grade in the course:  
To be assured of receiving a passing grade a student must achieve at least 50% of the total weighted marks available for the course.
  - 5 Method used to combine assessment results to attain final grade:  
The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.
  - 6 Examination information:  
There is no examination in this course.
  - 7 Examination period when Deferred/Supplementary examinations will be held:  
There will be no Deferred or Supplementary examinations in this course.
  - 8 University Regulations:  
Students should read USQ Regulations 5.1 Definitions, 5.6. Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL <http://www.usq.edu.au/corporateservices/calendar/part5.htm> or in the current USQ Handbook.

## **ASSESSMENT NOTES**

- 1 The due date for an assignment is the date by which a student must despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the Examiner.
- 2 Students must retain a copy of each item submitted for assessment. This must be produced within twenty-four (24) hours of receipt of request being made by the Examiner. The student must retain this copy until the grade for this course has been finalised.
- 3 The Examiner may grant an extension of the due date of an assignment in extenuating circumstances.
- 4 In the event that a due date for an assignment falls on a local public holiday in their area, the due date for the assignment will be the next working day. Students are to note on the assignment cover the date of the public holiday for the Examiner's convenience.
- 5 Students who have undertaken all of the required assessments in a course but who have failed to meet some of the specified objectives of a course within the normally prescribed time may be awarded the temporary grade: IM (Incomplete - Make up). An IM grade will only be awarded when, in the opinion of the Examiner, a student will be able to achieve the remaining objectives of the course after a period of non-directed personal study.
- 6 Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment or to sit for an examination at the scheduled time may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded IDS (Incomplete - Deferred Examination); IDM (Incomplete - Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).
- 7 When there is more than one marker for a single item of assessment, the distributed patterns and means for the different markers will be compared and marks adjusted if necessary.
- 8 The Faculty will normally only accept assessments that have been written, typed or printed on paper-based media. The Faculty will NOT accept submission of assignments by facsimile. Students who do not have regular access to postal services or who are otherwise

disadvantaged by these regulations may be given special consideration. They should contact the Examiner of the course to negotiate such special arrangements.

- 9 Marking criteria are provided in course material as mark sheets/guides or as part of assignment specifications.
- 10 Summative assessment items will receive one of the following letter grades: HD+,HD,HD-, A+,A,A-,B+,B,B-,C+,C,C-,F or I. Any ungraded assessment requirement will receive a Pass, Fail or Incomplete.

## **OTHER REQUIREMENTS**

- 1 Students will require access to e-mail and Internet access to UConnect for this course.
  - 2 Students are to use a recognised referencing system as specified by the course Examiner.
  - 3 **IMPORTANT NOTE: Working with Children: State law in Queensland requires that all adults (including university students, pre-service educators, trainers, vocational teachers, industry educators) working with children under the age of 18, in the state of Queensland\*, obtain approval before commencing such work. Many education courses include a practical component (professional experience, project work, research, assessment etc..) that may require engagement with children under the age of 18. It is your responsibility to ensure that you possess a current suitability card (Blue Card) before commencing any practical components of this course. DO NOT PARTICIPATE IN ANY PRACTICAL EXPERIENCE WITH CHILDREN UNDER 18 UNLESS YOU POSSESS A CURRENT 'BLUE CARD'. For further information:**  
<http://www.childcomm.qld.gov.au/employment/bluecard/informationSheets.html>. \*If you are undertaking practical experience outside the state of Queensland, Australia you should check local requirements.
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