

Deliverer of conflict management training -LEVEL 3 Award

The Level 3 Award in the Delivery of Conflict Management Training (RQF) has been developed to meet the requirements of trainers who wish to deliver scenario-based conflict management training.

The qualification is suitable for delivery across a wide range of sectors and is of particular benefit to those delivering training in a customer-facing role.

The qualification also meets the requirements of the Security Industry Authority (SIA) for those delivering the licence to practice qualifications which include scenario-based conflict management training.

The Conflict Management Trainer qualification can be taken as a stand-alone qualification by attending days 4 & 5 of the combined course. You must provide evidence that you have completed an appropriate teaching qualification prior to attending the course.

The L3 Award in the Delivery of Conflict Management combined course is structured over 2 days from 900am until 430pm.

Achievement of this course is by assessment, including a 30 minute microteach and a one hour multiple choice examination. 30 questions and you must achieve 20 correct answers.

Content of the subject:

- o A workplace project, completed during the home study phase
- o Two day course to develop the knowledge gained during study and to practice scenario-based learning techniques.

Unit 1 -

Understanding the Principles of Conflict Management, assess and reduce the risk of violence in the work environment. Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation. Identify post incident support and report the circumstances to provide information for personal and organisational learning. Demonstrate their ability to apply knowledge and understanding of Conflict Management into a variety of practical settings.

Unit 2 -

Designing and delivering Conflict Management scenarios design relevant and effective scenarios for training in Conflict Management, deliver and debrief interactive and scenario based sessions in the context of Conflict Management training.

Duration of the course: 2 days. End of two days you also can spread out this course in two weeks or more to meet your personal commitment.

Documents required from you: You will be required to bring Identification documents such as Passport or drivers licence and proof of address utility bill or bank statement etc along with 1 passport size photographs.