



## Level 2 Award in Conflict Management (RQF)

### Course Overview

This Award in Conflict Management has been developed by Highfields to meet the requirements of individuals who require training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customers facing role, deals with service users or the public. It can also be a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and feel more confident in being able to deal with situations if they arise.

### Benefits

The Highfield Level 2 Award in Conflict Management (RQF) has been developed and is awarded by Highfield Awarding Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. It is also suitable for delivery in Wales and is regulated by Qualifications Wales. The qualification is also supported by Skills for Security, the sector skills council for security sector.

### Course Content

This course consists on one unit 'Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public'. Course delegates will cover a range of topics related to the delivery of conflict management. The course and will include both practical and theoretical delivery. By the end of the programme delegates will be better able to;

- Know how communication can be used to solve problems and reduce the likelihood of conflict
- Know the factors that influence human responses in conflict situations
- Know how to assess and reduce risks in conflict situations
- Know how to communicate effectively and de-escalate conflict in emotive situations
- Know good practice to follow after conflict situations

### Assessment

**Unit 1** (Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public) is assessed by way of an externally set and externally assessed multiple-choice questions. Learners must achieve a score of at least 20 out of 30 to pass. Examination duration is 1-hour.

### Entry Requirements

To register for this qualification, learners are required to meet the following entry requirements:

- must be **aged 16 and over**

It is advised that learners have a minimum of level 2 in literacy.

### Course Duration

This programme is conducted over 2 days and is held at our training centre in Portsmouth, alternatively organisation can opt to have training delivered at a suitable venue of their choice.