



Level 3 Award in the Delivery of Conflict Management (RQF)

Course Overview

This qualification is for people who wish to teach conflict management skills. It is aimed at tutors who have already completed some generic training qualification, such as Preparing to Teach in the Lifelong Learning Sector, and who now require a more specialist qualification. For trainers delivering licence-linked qualifications in the private security industry, it meets the requirements laid down by the Security Industry Authority. It is also relevant to trainers working in other areas where there is direct contact with customers, service users or the general public.

Benefits

The Highfield Level 3 Award in the Delivery of Conflict Management Training (RQF) has been developed and is awarded by Highfield 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.

This programme has been specifically developed to address the issue of confrontation in the workplace through the development of competent work based trainers. Trainers who successfully pass the course will be able to delivery to staff relevant training in respect of communications and conflict management skills. Based upon a skill set of well-established practices the course is ideally suited to those who are required to deliver training to the security sector, police or government bodies or indeed any sector that runs the risk of aggressive confrontation towards staff in the workplace

Course Framework

The Level 3 Award in the Delivery of Conflict Management Training (RQF) is a 5-credit and 36-guided-learning-hour (GLH) qualification that consists of two mandatory units, one at Level 2 and one at Level 3. The units are as follows;

Unit 1: Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public

Unit 2: Delivering Scenario-based Conflict Management Training

Please note: distance-learning workbooks will be distributed to students four weeks prior to the course start date.

Assessment

Unit 1 - 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.

Unit 2 - Assessed by a portfolio of evidence.

Entry Requirements

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

- must be **aged 18 and over**;
- hold a suitable teaching/training qualification (or recognised equivalent) for example:
 - Level 3 Award in Education and Training (QCF or equivalent)
 - Level 3 or 4 Preparing to Teach in the Lifelong Learning Sector

Evidence of the learner's teaching/training qualification should be auditable and available for external quality assurance monitoring. It is advised that learners have a minimum of level 2 in literacy.

Course Duration

This programme is conducted over 32 hours (3 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. Please note that the learning hours above do not include the Portfolio development.