

CIEH Level 2 Award Conflict Resolution & Personal Safety

Length of course: 1 day

Is this the right course for me?

This qualification will benefit any worker who has to deal with the public, either in the public or private sectors. It will help staff and managers recognise potential problems before they arise and develop the skills to defuse conflicts before they escalate to serious confrontation and violence with the aim of making a safer working environment.

Pre-Course Requirements

There are no formal requirements for learners who want to take this qualification.

What will I learn?

Successful completion of the training programme and assessment will enable you to understand:

- the law in relation to controlling conflict and violence in the workplace
- how to assess the risks of workplace conflict
- appropriate methods to de-escalate confrontational situations
- the importance of personal safety at work.

How will I learn?

You will learn by listening to talks, group discussions, course related in-class activities and question and answers.

Will I gain a qualification?

On successful completion of the 30 multiple choice questions you will be awarded Level 2 Award Conflict Resolution and Personal Safety certificate from the Institute of Environmental Health. Please note that certificates take 4 - 6 weeks to arrive.

What can I do next?

City and Guilds Level 3 Certificate in Conflict Management.

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to the classes?

Pen and paper. All other resources are provided.

Can I talk to someone about my course before I start it?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.