

Qualification Specification

QNUK Level 2 Award in Conflict Management (RQF)

603/6914/0

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1. Introduction

Qualifications Network Limited (QNUK) is an Awarding Organisation recognised and regulated by the Office of Qualifications and Examinations (Ofqual) in England, the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland and Qualifications Wales.

This specification outlines key information required by users of the qualification to ensure they can make an informed decision about the suitability of the qualification they are taking or proposing to take for the purposes that they intend to use it.

2. Contact Us

Please get in touch if you need any advice or guidance with this qualification.

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3. Version Number

Centres should make sure they are using the most up to date document by checking the footer which will confirm the current version number.

Document owner	Qualifications Manager
Date last updated	11/12/2020
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Status	Approved
Version	1
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4. Qualification Objective

This qualification is aimed those working in a customer or service user facing role who may need to recognise the contributing factors, signs and causes of conflict and how to deescalate conflict situations without physical intervention. The qualification supports a role in the workplace.

5. Sector Support and Industry Recognition

This qualification is based on shared units and is recognised throughout a range of sectors as an ideal, foundation qualification for managing conflict in the work environment.

6. Geographical Coverage of this Qualification

This qualification is available in England, Wales and Internationally.

7. Benefit for Learners

This qualification is ideal for anyone working in a face-to-face basis with the public. This can be in a retail, leisure or hospitality setting or within the emergency services and other health care settings.

Learners will understand how to minimise the risk of conflict occurring or where it has happened, techniques to reduce an individual's aggressive response.

8. Progression

Learners could progress to the:

- QNUK Level 2 Award in Preventing Violence in the workplace (RQF)
- QNUK Level 2 Award for Working as a Security Officer in the Private Security Industry (RQF)
- QNUK Level 2 Award in Behavioural Detection Analysis (RQF)

9. Recognition of Prior Learning

QNUK are unable to accept requests for recognition of prior learning (RPL) for this qualification.

10. Qualification Information

Qualification Number (QN)	603/6914/0
Learning Aim	60369140
Total Qualification Time (TQT)	16
Guided Learning Hours (GLH)	11
Credit value	2
Level	2
Validity	Lifetime
Assessment	Invigilated MCQ paper
Achieving the qualification	Learners must achieve the mandatory unit

11. Qualification Structure

Unit No.	Unit Title	Level	GLH	TUT	Credit
Mandatory units					
F/618/5731	Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	2	11	16	2

The learning outcomes for the qualification may be found in Appendix 1. The Assessment Guidance details the assessment criteria which are used to determine if a learner has met the requirements of the learning outcomes. Further depth of coverage is also provided in the Assessment Guidance.

12. Learner Entry Requirements

Learners should be aged 16 years and over to take this qualification.

Learners must have sufficient command of the English language to understand and undertake the recommended assessment methods for this qualification.

There are no other pre-requisites for this qualification.

13. Delivery

This qualification is delivered in a face-to-face setting over a 1 or 2-day period, depending on the prior knowledge and experience of learners. Learners should ideally complete the qualification within 6 weeks.

13.1. Venue Requirements

The training venue should be suitable for learning and meet all relevant Health and Safety requirements.

13.2. Equipment Requirements

There are no specific equipment requirements for this qualification.

13.3. Blended Learning

Blended learning is acceptable for this qualification provided suitable controls are in place to ensure learners complete all elements. No more than 50% of the GLH should be delivered online.

13.4. Trainer to Learner Ratio

The recommended trainer to learner ratio for this qualification is 1: 12.

14. Centre Personnel Requirements

This qualification is delivered by suitably qualified trainers.

All those who deliver and assess this qualification must:

1. Hold a Level 3 Deliverers of Conflict Management Training (QCF/RQF);
2. Hold a recognised teaching qualification as outlined in our centre resource manual;
3. Show current evidence of continuing professional development in teaching, assessment and the subject matter.

Internal Quality Assurance Requirements

Each centre must have access to a suitably qualified IQA. The IQA cannot verify the delivery or assessment of individual learners or cohorts of learners where the IQA has been involved in the delivery or assessment of the qualification for those learners.

All those who are involved with the quality assurance of these qualifications **internally** must:

1. have up-to-date working knowledge and experience of best practice in assessment and quality assurance;
2. meet the delivery staff requirements for this qualification;
3. hold, or be working towards a recognised qualification related to the Internal Quality Assurance of Assessment;
4. show current evidence of continuing professional development in assessment, quality assurance and the subject matter.

Please note whilst centre personnel may be approved for both roles, those assigned the role of Trainer/Internal Verifier are not permitted to operate in both these roles for any learner.

15. Assessment Requirements

Learners are assessed for this qualification through:

15.1. Multiple-Choice Question Paper

The MCQ paper will be taken under examination conditions, i.e., learners will sit a minimum of 1.25 metres apart, will not confer during the examination and no electronic devices (such as mobile phones) or books, including dictionaries, will be permitted.

Language of assessment	English
Duration	45 minutes
Pass mark	70% (21 / 30)
Grading	Pass / Fail

Example MCQ is included at Appendix 3.

16. Moderation

The level of external moderation required for this qualification will be risk based and in line with the Centre Assessment Standards Scrutiny Strategy applicable to this qualification.

QNUK EQA Department will advise the centre of the required levels of moderation/verification to anticipate for this qualification upon centre approval for delivery.

17. Reasonable Adjustments

Learners are required to complete the assessments in a manner appropriate to the purpose of the qualification.

The prescribed assessment methods for this qualification should not unfairly disadvantage learners who would otherwise be able to demonstrate competence in line with the purpose of the qualification. Learners should contact their centre to discuss reasonable adjustment if they feel the prescribed assessment methods would disadvantage them.

18. Results

The centre is required to submit learner results within 10 working days of assessment to Qualifications Network UK for moderation. We will issue verified results and appropriate certification to the approved centre within 7 working days of receiving the results. Centres will forward results and/or certificates to learners, who can expect to receive them within 20 working days of taking the assessment. If learners have not received results and/or certificates within 25 working days, they should contact the centre in the first instance.

Appendix 1: Units

Unit 1 Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public (F/618/5731)

Unit Summary

The unit will give learners the knowledge of how to recognise why individuals may become aggressive and how to manage this.

1. The learner will: Know how communication can be used to solve problems and reduce the likelihood of conflict		
Assessment Guidance		Types of Evidence
1.1	State the importance of positive communication as a way of reducing the likelihood of conflict	MCQ
1.2	Identify how managing customer expectations can reduce the likelihood of conflict	MCQ
1.3	Identify the differences between assertiveness and aggression	MCQ
1.4	State the importance of viewing a situation from the customer's perspective	MCQ
1.5	Identify strategies that can be used to solve problems	MCQ

2. The learner will: Know the factors that influence human responses in conflict situations		
Assessment Guidance		Types of Evidence
2.1	Identify human responses to emotional or threatening situations	MCQ
2.2	Identify factors that can trigger an angry response in others	MCQ
2.3	Identify factors that can inhibit an angry response in others	MCQ

3. The learner will: Know how to assess and reduce risks in conflict situations		
Assessment Guidance		Types of Evidence
3.1	Identify the stages of escalation in conflict situations	MCQ
3.2	State how to apply dynamic risk assessment to a conflict situation	MCQ
3.3	State the importance of following employer policies and guidance in conflict situations	MCQ
3.4	Identify measures that can reduce risks for people who may be involved in conflict situations	MCQ

4. The learner will: Know how to communicate effectively and de-escalate conflict in emotive situations		
Assessment Guidance		Types of Evidence
4.1	Identify how to use non-verbal communication in emotive situations	MCQ
4.2	Identify how to overcome communication barriers in emotive situations	MCQ

4.3	Identify ways of defusing emotive conflict situations	MCQ
4.4	Identify how to work with colleagues to de-escalate conflict situations	MCQ
4.5	State the importance of providing exit routes and space when dealing with an angry person	MCQ

5. The learner will: Know good practice to follow after conflict situations		
Assessment Guidance		Types of Evidence
5.1	State the importance of accessing help and support following an incident	MCQ
5.2	Identify the benefits of reflecting on and learning from conflict situations	MCQ
5.3	Identify the benefits of sharing good practice and contributing to solutions to recurring problems	MCQ

Rationale for level			
	Level	Emphasis	Comments
Knowledge	2	Strong	
Skills	N/A	N/A	
Overall	2		

Rationale for TUT and credit			
	Hours	Comments	
Guided learning	7		
Directed study	4		
Independent study	5		
Non invigilated assessment	N/A		
TQT:	16	Credit:	2

What needs to be learnt?	
Unit 1 Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	
1.1	The importance of positive communication as a way of reducing the likelihood of conflict to include the importance of active listening, maintaining eye contact, non-aggressive body language, appropriate environment, and jargon free language.
1.2	How managing customer expectations can reduce the likelihood of conflict through positive communication, identifying and managing unrealistic expectations, outlining procedures and boundaries.
1.3	The differences between assertiveness and aggression including the individual's manner and behaviours. For example, calm approach, self-controlled and confident as opposed to hostile, rude, negative, and threatening.
1.4	The importance of viewing a situation from the customer's perspective including understanding what empathy and rapport are and how to use empathy and develop rapport.
1.5	Strategies that can be used to solve problems including finding common ground through effective questioning, the importance of finding alternatives and incentives and the importance of a win-win situation.
2.1	Human responses to emotional or threatening situations including the response of fight, flight or freeze. Also, how the brain needs a balance of emotional and rational response and how negative responses are triggered and how they can be inhibited.
2.2	Factors that can trigger an angry response in others this includes common triggers such as pain, embarrassment, fear, and rejection and how this can be exacerbated by the influence of drugs, alcohol and poor mental health.
2.3	Factors that can inhibit an angry response in others which include cultural and personal values and beliefs, self-control and the fear of consequences.
3.1	The stages of escalation in conflict situations including frustration, anger, aggression, and violence.
3.2	How to apply dynamic risk assessment to a conflict situation which includes the stages of assessing the threat, evaluating options available, responding with the most appropriate action and monitoring the situation for changes.
3.3	The importance of following employer policies and guidance in conflict situations which includes compliance with health and safety legislation and the principle of reducing the risk of litigation, protecting the company's reputation and the risk of causing harm to self and others. Also using documentation as a source of information and guidance.
3.4	Measures that can reduce risks for people who may be involved in conflict situations, which include appropriate training, Personal Protective Equipment, use of CCTV, and positive communication.
4.1	How to use non-verbal communication in emotive situations to include the use of appropriate non-aggressive body language including allowing personal space, open hand gestures.
4.2	How to overcome communication barriers in emotive situations where barriers include physical barriers such as a noisy environment, linguistic problems, and attitudinal barriers.
4.3	Ways of defusing emotive conflict situations which include the use of empathy, active listening, building trust and rapport and maintaining self-control.

4.4	How to work with colleagues to de-escalate conflict situations including the use of dynamic risk assessment, ensuring correct positioning, and changing control with colleagues.
4.5	The importance of providing exit routes and space when dealing with an angry person with reference to ensuring personal space is maintained and exit routes are available for both parties.
5.1	The importance of accessing help and support following an incident. Help may include emotional support to reduce the risk of PTSD.
5.2	The benefits of reflecting on and learning from conflict situations which include learning lessons from what went well and what did not. Identifying additional training needs or other controls and sharing good practice.
5.3	The benefits of sharing good practice and contributing to solutions to recurring problems which include improving work environments and customer/service user experience which in turn reduces stress and improves morale.

Appendix 2: Command Verbs

To ensure that learners can meet the requirements of each criterion, they should be explained to the learner prior to assessment and fully understood by the Assessor for this qualification.	
Identify	Provide brief information about a subject, specific process or activity
State	Give the name or identifying characteristics of something.

Appendix 3: Specimen Assessment Material

1 Which one of the following behaviours demonstrates an individual is frustrated?

- A** Loud verbal outburst
- B** Invasion of personal space
- C** Confused facial expression
- D** Relaxed body language

2 In a high-risk conflict situation, an individual is unlikely to:

- A** fight
- B** freeze
- C** feint
- D** flight

3 Which one of the following is the most appropriate way to resolving a dispute?

- A** Identify a win-win situation
- B** Ensuring the customer gets what they want
- C** Enforcing the venue rules rigidly
- D** Allowing the situation to resolve itself