



CIEH Level 2 Award in Conflict Resolution and Personal Safety

HOW TO DELIVER

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.

Successful completion of the training programme and assessment will enable candidates 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.

The training time to cover the syllabus must be at least six hours and is typically covered in one day. The time taken to deliver the programme does not include coffee/tea/lunch breaks, revision sessions or 'mock' examinations.

The candidates are assessed by an examination paper consisting of 30 multiple choice questions to be completed in one hour under examination conditions (see 'Procedure for Examination and Assessment' in the *Procedures Manual* for full details on examination administration). Sample examination questions are included in the registration approval pack. Candidates must participate in at least 80% of the course to be eligible to take the examination.

Candidates who achieve 20 or more correct answers will pass the examination and receive a certificate. The results for the Level 2 Award in Conflict Resolution and Personal Safety will take approximately two weeks to process. Certificates will be sent directly to the centre where the training was delivered.

The CIEH has developed a training pack to help trainers deliver the programme in a structured way. It includes a copy of the course book, *Conflict Resolution and Personal Safety* and a manual entitled *Trainers' Notes* including a CD containing a PowerPoint presentation.

To purchase the course book, training pack and/or examination papers please complete the special order form enclosed.

CONTACT US

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