

Level 2 Personal Safety & Conflict Resolution

This qualification will benefit anyone working with members of the public, especially lone workers. The course provides staff with a raised awareness of the definition of violence at work. It also provides staff with some principles of how to resolving confrontational situations and maintain personal safety.



*'Helping you deliver
a duty of care'*

Phone: 01524 220 221

Who Should Attend

This qualification is suitable for all those who working with members of the public, especially lone workers. It would also benefit those who are responsible for maintaining the violence in the workplace policy.

Learning Outcomes

By the end of this course delegates should be able to:

- Describe the definition of 'Violence at work'.
- Identify some of the effects of violence at work.
- Identify some of the legal requirements.
- Identify the order of the 'Hierarchy of Control'.
- Identify the main affects to our communication.
- Identify some barriers to communication.
- Gain an understanding of the methods that can be used to resolve confrontation.
- Demonstrate the use of non aggressive postures and defensive stances.
- Demonstrate the basic Breakaway Techniques.

Course Content

Delegates will receive training in the following subjects:

- Violence in the work place
- Terminology and definitions
- The Law
- The work environment
- Resolving confrontational situations
- Personal safety

Course Duration

The course is 1 day in duration (6 hours + exam)

Assessment Method & Certification

The assessment will be by the completion of a multiple choice question examination at the end of the course. On successful completion of the course, delegates will receive a certificate of competence, which is valid for 3 years.

Candidates wishing to obtain a Nationally Accredited Certificate would sit the exam for the relevant Awarding Body (for the additional price of the certification and exam fee of the Awarding Body).

For this Qualification we can currently offer certification from the following Awarding Bodies:

CIEH (The Chartered Institute of Environmental Health)