

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

## Who is the Qualification for?

This qualification is aimed at individuals who wish to deliver scenario-based conflict management training. It is suitable for delivery across a wide range of sectors and is of particular benefit to those delivering training in a customer-facing role. It also meets the requirements of the Security Industry Authority (SIA) for those delivering the licence to practice qualifications which include scenario-based conflict management training.

## How Long Will It Take?

To complete this qualification, learners should expect to undertake a total qualification time (TQT) of 43-hours and of this 32-hours is recommended as guided learning (GL).

## Assessment Method

This qualification is assessed by a portfolio/e-portfolio of evidence, a practical demonstration and a multiple-choice examination.

Unit reference	Unit title	Level	Credit
H/615/6965	Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	2	2
T/602/6253	Delivering Scenario-Based Conflict Management Training	3	3

To complete this course, learners must complete all units contained within the mandatory group above.



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