



Level 3 Award in the Delivery of Conflict Management Training

Overview of the Course

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.

This qualification is assessed by a portfolio of evidence, a practical demonstration and a distance learning assignment total guided learning hours 30 (4 days).

Course Details

COURSE LOADING	Min.4 & Max.8
COURSE DURATION	information on request
COURSE CONTENT	
»	Understand models and theories of conflict management
»	Review current conflict management models
»	Design and the delivery of a scenario based lesson

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“My trainer was able to demonstrate real life situations, which made me learn and enjoy at the same time.”