

# **CIEH Level 2 Award in Conflict Resolution and Personal Safety**

**Enables employees to protect themselves in the face of confrontational behaviour**

## **Overview**

Work-related violence is on the rise and yet employers have a duty of care to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high. Zero tolerance initiatives and commitment to prosecution have brought improvements in organisations like the NHS, London Underground and many pubs and clubs that now work together to monitor and bar known troublemakers. Yet high staff turnover and a lack of training mean many people are still vulnerable to physical and psychological damage. The costs to businesses can be very high indeed.

The CIEH has developed this qualification to help organisations protect their staff as well as their organisational and operational effectiveness.

## **Outline programme**

The qualification covers the following topics:

- The law
- The work environment
- Resolving confrontational situations
- Personal safety

## **Qualification information**

Designed for: All employees

Course duration: 6 hours

Assessment method: Multiple choice examination

QCA Accredited: Yes

Level: New Level 2