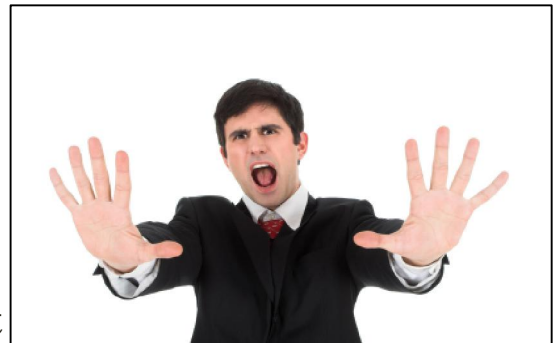




DOOR SUPERVISOR TRAINING ORGANISATION
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BIIAB Award in Conflict Management

- » Team of 20-ONLY **£41.00**+VAT per head
- » Nationwide training run on your premises
- » Exam results within four working days
- » Available weekends, midweek or overnight



Course information

The **BIIAB Award in Conflict Management** helps staff, whose work involves the provision of services to the public, to **avoid and manage conflict** within their work environment.

This course has been designed in conjunction with **conflict management specialists** in the **licensed retail sector**.

Incidents of workplace violence can range from the relatively minor problems of people causing nuisance in a premises, for example through **unacceptable levels of swearing**, to serious incidents involving **physical abuse** and **damage to property**.

Course content

By the time you have completed the course you will have studied the following modules:

- The responsibilities of both employers and employees in relation to workplace violence under the Health & Safety at Work Act 1974
- What is meant by the terms 'risk' and 'hazard', and the causes of workplace violence
- How to identify and reduce hazards through risk assessment to reduce the likelihood of conflict arising
- Why and how conflict situations can arise, and how to avoid them
- How to deal with conflict when it has arisen
- The law in relation to self-defence victim support, and the importance of reporting and recording incidents of workplace violence

Course assessments

The Award in **Conflict Management** includes **one short multiple-choice examination**. In order to pass, candidates must answer correctly **23 out of the 30** examination questions.

A comprehensive **handbook**, presented in an **easy-to-follow format**, supports the qualification and covers **all the information needed for this exam**.

Course timings

This is an **8 hour course** comprising:

7 "Guided Learning Hours"
1 hour exam.

We generally run the course with the following timings:

09:30 - 17:30 (the exam takes place at the end of the day)

However we are always happy to discuss specific requirements.

Course certification

BIIAB Award in Conflict Management

Course group booking cost

£820.00 + VAT. (**maximum of 20 candidates**)

To ensure quality learning we limit the number of candidates to 20 per course.

This price includes the trainer, accreditation, certification and administration. However it does not include the cost of the venue in which to deliver the course.

NB. If you require DSTO to source a venue, we will be happy to do so at a cost of £75.00+VAT.