



## **City and Guilds 1884 (C&G 1884) Level 2- Certificate in Conflict Management**

### ***Why Attend This City and Guilds 1884 Course?***

The purpose of this City and Guilds 1884 scheme is to provide a qualification for those who need to deal efficiently with any types of violence in the workplace. It is a qualification that will equip a wide range of workers, trainers, facilitators and teachers who interact with fellow workers and the public.

**City and Guilds 1884 (C&G 1884)** is a Level 2 award. This vocationally related award has been designed by City & Guilds to support government initiatives towards the National Qualifications Framework. It offers a flexible approach to provide individuals with the opportunity to achieve a qualification relevant to their individual learning and business needs.

**City and Guilds 1884 Level 2 Certificate in Conflict Management** is linked to the knowledge and understanding requirements of the SIA (Security Industry Authority) specification for Security Guarding and the City & Guilds Level 2 NVQ in Providing Security Services. The qualification also maps to the essential knowledge and understanding of units within the Managing Work Place Violence National Occupation Standards (ENTO).

C&G 1884 course is Qualifications Curriculum Authority (QCA) accredited.

City and Guilds 1884 Award is suitable for those who work, or want to work, as:

- Security Guards and Public Area Personnel
- Customer Service Positions
- Bailiffs
- Door Supervisors
- Event and Entertainment Personnel

C&G 1884 is related to and overlaps the following existing City and Guilds awards:

- C&G 1886 Certificate in Conflict Management (Level 3)

- C&G NVQ in Providing Security Services (Level 2)

## ***Conflict Management Training Course Information***

### **Outcomes of C&G 1884**

There are **Three Outcomes** to this unit. The graduate can:

**Outcome 1.** Assess and reduce the risk of violence in the work environment

**Outcome 2.** Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation

**Outcome 3.** Identify post incident support and report the circumstances to provide information for personal and organisation learning

### **First Outcome**

The first outcome is concerned with the assessment of risk from violence both proactively, in examining the environment of the role and preparing for foreseeable risks, and dynamically, in assessing and monitoring risks as they unfold within an incident.

### **Second Outcome**

The second outcome moves to providing an awareness of the way in which people respond to frustration and anger and the practical ways in which the learner can avoid or defuse and calm a potentially violent situation.

### **Third Outcome**

The third outcome is concerned with support for the victim, reporting and recording the incident and providing individual and organisational learning from it. The aim is to develop the learner's knowledge and skills so they can assess their work environment and reduce the risk of being subjected to violence, deal effectively with conflict and aggression and learn from an incident of work related violence.

### **Connections with other awards**

The content of the Level 2 Certificate in Conflict Management is linked to the knowledge and understanding requirements of the SIA (Security Industry Authority) specification for Security Guarding and the City & Guilds Level 2 NVQ in Providing Security Services. The qualification also maps to the essential knowledge and understanding of units within the Managing Work Place Violence National Occupational Standards (ENTO).

***Are there any entry requirements for candidates?***

Candidates don't need any previous knowledge, qualifications or experience. The qualifications are delivered in a practical context using work based scenario learning, so anyone working with the public should be able to successfully complete the training course. Centres however should only enter candidates for the examination once they have successfully completed the training course.

***How will the course be assessed?***

The course unit is assessed by an hour-long multiple-choice examination.

Centres should only enter candidates for the examination once they have successfully completed the training course. The examination will be provided on-line, so assessment centres will need to set up appropriate equipment and access, or make arrangements with a local college or other City & Guilds approved assessment centre.

***How many guided learning hours are there?***

There are 10 guided learning hours:

- 4 hours for assess and reduce the risk of violence in the workplace
- 4 hours for identifying behaviour that indicates an escalation towards violence and taking appropriate measures to avoid or calm and defuse the situation
- 2 hours for identifying post incident support and reporting the circumstances to provide information for personal and organisation learning.

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