

Fact Sheet: Security



Qualification Number: 600/0707/2

Number of Credits: 5

HABC Level 3 Award in the Delivery of Conflict Management Training (QCF)

The HABC Level 3 Award in the Delivery of Conflict Management Training (QCF) has been developed to meet the requirements of trainers who wish to deliver scenario-based conflict management training. The qualification is suitable for delivery across a wide range of sectors and is of particular benefit to those delivering training in a customer-facing role. The qualification 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 me to achieve this qualification?

This qualification requires 36 guided learning hours.

How is the qualification assessed?

It is divided into two units and is assessed through a multiple-choice test and a portfolio of evidence.

Unit 1: Managing conflict in the workplace when dealing with Customers, Service Users or the Public

Assessed by a 30-question multiple-choice examination.

Unit 2: Delivering Scenario-based conflict management training

Assessed by a portfolio of evidence.

What next?

Progression and further learning routes may include progressing to Level 3 or 4 teaching qualification.

Where can this course be taken?

Through any HABC approved training centre.

