

Unit Title:	Help To Manage And Resolve Conflict
Unit Level:	Level 2
Unit Credit Value:	5
GLH:	22
LASER Unit Code:	WJH961
Ofqual Unit Code:	H/651/3708

This unit has 4 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Understand how to engage with client groups in conflict situations.	1.1	Describe how to communicate with client groups including: <ul style="list-style-type: none"> • Cooperative. • uncooperative. • intoxicated. • emotional. • with limited understanding of English. • with additional communication needs (for example people with speech difficulties or learning disabilities). • with different physical needs.
		1.2	Describe the types of conflict situations that are likely to arise.
		1.3	Identify the correct responses for each of these types of situations.
		1.4	Explain the role of effective communication in reducing conflict.
		1.5	Explain the importance of showing respect for client groups, their property, their rights and their needs.
		1.6	Explain how to use non-discriminatory and non-offensive behaviour and language to manage conflict situations.
		1.7	Explain how to use non-verbal communication to manage conflict situations.
2.	Understand how to follow procedures to resolve conflict situations.	2.1	Describe methods of assessing risk in conflict situations.
		2.2	Explain the importance of understanding client group needs and perceptions.
		2.3	Describe ways of maintaining own personal safety.
		2.4	State the incident management procedures.
		2.5	Identify methods of collecting information.
		2.6	Explain the importance of recording and reporting information.
3.	Be able to engage with client	3.1	Communicate with client groups politely and clearly.

	groups in conflict situations.	3.2	Explain to client groups what their role is and what is expected of them.
		3.3	Remain alert to verbal and non-verbal communication pertaining to danger cues.
4.	Be able to follow procedures to resolve conflict situations.	4.1	Assess the risk or threat to themselves and others in the situation.
		4.2	Assess the seriousness of the situation and the behaviour of the individual(s) involved.
		4.3	Maintain their own personal safety.
		4.4	Follow incident management procedures to resolve the situation.
		4.5	Collect, record and report information about the situation.

Assessment Guidance:

This unit is about dealing with situations where there is conflict between people. The unit includes using effective verbal and non-verbal communication to defuse the situation, giving advice and warnings, and calling for assistance when required. This unit does not include attempting to physically control or restrain people.

This unit is mandatory for those who wish to proceed to complete the optional unit covering physical intervention as part of this spectator safety qualification.

Assessment guidance notes to specific criteria within learning outcomes

Client groups

A minimum of four of the below must be covered when assessing competence and all to be covered when assessing knowledge:

- spectators
- workforce
- contractors
- regulatory bodies
- media
- emergency services
- athletes
- artists
- event officials

Additional Information:

During delivery and assessment of this unit, it is expected that the below criteria are considered where possible.

Equality, diversity and inclusion (Equality Act 2010)

It is anticipated that organisations will have procedures and guidelines for their safety staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safeguarding

Current relevant legislation and guidance (to be maintained and updated as necessary) regarding the safeguarding of children and vulnerable adults is as follows:

- The Children Act 1989 (as amended).
- The Children and Social Work Act 2017.
- The Safeguarding Vulnerable Groups Act 2006.
- Working Together to Safeguard Children 2018.

A 'child' is defined as anyone under the age of 18. An 'adult at risk' is defined as someone over the age of 18, who is in receipt or need of community care service. In a sporting venue a significant proportion of the crowd will be made up of a combination of both groups. However, you should be aware that there may well be children or adults at risk involved in a match-day capacity themselves, such as catering and hospitality staff, mascots, ball girls and boys, flag bearers, and even players. Safety staff should be able to identify individuals who do, or appear to, fit into these categories and recognise they may require additional assistance and/or protection.

Safety, security and service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- **Safety measures:** any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events
- **Security measures:** any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events
- **Service measures:** any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events