

Level 3 Delivering Conflict Prevention & Management Training (ICM L322)

This qualification is required by the Security Industry Authority (SIA) for anyone wanting to deliver Conflict Management Training. The course enables trainers to deliver scenario based Conflict Management training sessions.



*'Helping you deliver
a duty of care'*

Phone: 01524 220 221

Who Should Attend

This qualification is suitable for all those who aim to deliver training for the security Industry. It would also benefit those who wish to deliver Conflict Management training in any other sector.

Aims

To equip trainers with the skills required for delivering training to others in the prevention and management of conflict and other challenging behaviours.

Objectives

By the end of this course delegates should be able to:

- Describe the purpose and rationale of the ICM
- Describe the National Occupational Standards for PMWRV (Prevention and Management of Work Related Violence)
- Health & Safety Regulations and definition of violence
- Other relevant guidance and legislation
- Describe the process for Training Needs Analysis
- Facilitate a discussion group on the causes and triggers of changes in behaviour/mood
- Demonstrate a knowledge and understanding of how to manage challenging behaviour and how to de-escalate/calm situation
- Demonstrate techniques for promoting positive behaviours
- Explain how to communicate effectively and barriers to communication
- Describe the post incident procedures for supporting staff and service users

Course Duration

The course is 4-5 days in duration (60 GLH + exam)
or 2-3 days with blended learning (this course can also be combined with an EAT (Education and Training) course).

Assessment Method & Certification

The assessment will be by observation of the practical elements throughout the course and the completion of a multiple choice question examination at the end of the course. On successful completion of the course, delegates will receive a certificate of competence, through our ICM (Institute of Conflict Management) registered Quality Awards Centre.

It is a pre-requisite that delegates attending this course already hold a teaching qualification of at least Level 3 EAT (Education and Training) or PTLLS (unless combined with one).