



# Fact Sheet: Conflict Management

Qualification Number: 600/0670/5 Credit Value: 2

## HABC Level 2 Award in Conflict Management (QCF)

This accredited qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and feel more confident in being able to deal with situations if they arise. Subjects covered include the role of communication and the assessment of risks in conflict situations and follow up practices after such events.

### How long will it take me to achieve this qualification?

This qualification is usually achieved by taking a 2 day course.

### How is the qualification assessed?

The qualification is assessed through a 1 hour, 30-question, multiple-choice question examination. Candidates must achieve a score of at least 20 out of 30 in order to pass.

### What next?

Although this is a generic qualification, progression and further learning routes can include:

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

### Where can this course be taken?

Through any HABC approved training centre.

