



Qualification Specification

603/3857/X

iCQ Level 2 Award in Conflict Management

Qualification Details

Awarding Organisation : [iCan Qualifications Limited](#)

Fees Price List Url : <https://icanqualify.net>

Qualification Type : RQF

Qualification Level : 2

Regulation Start Date : 27 November 2018

Offered In England : Yes

Offered In Wales : No

SSA : Health and Social Care

Total Credits : 2

Min Credits at/above Level : 2

Minimum Guided Learning Hours : 14

Total Qualification Time : 22

Overall Grading Type : Pass

Assessment Methods : Portfolio of Evidence

Structure Requirements : To achieve the Level 2 Award in Conflict Management the learner must achieve the 1 mandatory unit in Group A

Age Ranges : 16-18 and 19+

Qualification Objective : To provide learners with the skills that they require to manage conflict in a range of situations



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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
A) Mandatory Units	Yes	1	1	1	2	2

Group A Mandatory Units

URN	Title	Level	GLH	Credit
K/617/3539	Manage conflict in the workplace	2	14	2

Unit: K/617/3539 : Manage conflict in the workplace	
Know how communication can be used to minimise the risk of conflict	
Knowledge And Understanding	
1	Explain how positive communication can minimise the risk of conflict
2	State how managing expectations can minimise the risk of conflict
3	Describe the difference between assertiveness and aggression
4	State the importance of viewing a situation from the customer's perspective
5	Describe strategies that can be used to solve problems
Know what influences human response in conflict situations	
1	Illustrate human responses to emotional or threatening situations
2	Describe factors that can trigger an angry response in others
3	Describe factors that can inhibit an angry response in others
Know how to assess and reduce risks in conflict situations	
1	Identify the stages of escalation in conflict situations
2	State how to apply dynamic risk assessment to a conflict situation
3	State the importance of following employer policies and guidance in conflict situations
4	Identify measures that can reduce risks for people who may be involved in conflict situations
Know how to communicate effectively and de-escalate conflict in emotive situations	
1	Describe how to use non- verbal communication in emotive situations
2	Explain how to overcome communication barriers in emotive situations
3	Identify ways to defuse emotive conflict situations
4	Explain how to work with colleagues to de-escalate conflict situations
5	State the importance of providing exit routes and space when dealing with an angry person
Know good practice to follow after conflict situations	
1	State the importance of accessing help and support following an incident
2	State the benefits of reflecting on and learning from conflict situations
3	Describe the benefits of sharing good practice and contributing to solutions to recurring problems