



# OCNW Conflict Management

## Information Sheet

Aim Number : 1006003  
Awarding Body  
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# OCNW Conflict Management

## **Introduction to Cable Educational Ltd**

Cable Educational Ltd was founded 19 years ago by two experienced teachers Bill Massey and Kay Holder. Originally set up to produce learning materials for the Secondary School sector, Cable has expanded to include the publishing of materials which support the delivery work based and distance learning by Colleges of Further Education, private training providers and employers.

In 2002 Andrew Sellers was appointed Director of Further Education. The contribution of Andrew has brought rapid development in this area. Over the past 4 years, working closely with nationally recognised awarding bodies such as Edexcel, OCNW, CACHE, IOSH and RIPH, the company has produced more than 20 learning packages which support nationally recognised qualifications.

## **This Course**

This qualification provides learners with knowledge, skills and understanding that they can practically apply to manage aggression in workplace situations.

The target learners for the qualification are any individuals in roles where they may face aggression from others. This includes all aspects of care and customer facing roles in any sector.

## **Cable Materials**

Over 19 years Cable has developed a unique style which has proved to meet the needs of students.

## **Units**

**Unit 1: Introduction to Conflict Management** - This unit introduces conflict management in the workplace. Candidates will learn about what is meant by aggression in the workplace and how to assess the risks of violence or aggression and to recognise potentially violent situations.

**Unit 2: Principles of Dealing with Conflict in the Workplace** - This unit looks at how to deal with aggression and violence in the workplace. Candidates will learn techniques that can be used to diffuse anger and aggression and about what to do if violence is actually threatened or occurs. Finally candidates will learn the importance of recording all such workplace incidents fully and accurately.

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## Unit 1 Outcomes

Criteria	Assessment Method	Evidence Details	Portfolio Reference	Completion Date
<b>Defining Workplace Aggression</b> 1. Define what is meant by aggression and violence				
<b>Risk of Violence</b> 2. Carry out a risk assessment to identify potential violent situations in the workplace. 3. Identify ways to reduce or eliminate the risk.				
<b>Violent and Aggressive behaviour</b> 4. Identify the signs leading to violent behaviour. 5. Identify causes of violent and aggressive behaviour.				

## Unit 2 Outcomes

Criteria	Assessment Method	Evidence Details	Portfolio Reference	Completion Date
<b>Policies and Procedures</b> 1. Identify procedures required under workplace safety policies. 2. Describe the law and ethical issues relating to the use of physical force.				
<b>Responses to Violence</b> 3. Describe techniques to diffuse potentially violent situations. 4. Describe the use of safety devices. 5. Describe appropriate actions to minimise risk to self, others and property in violent situations.				
<b>Incident Recording</b> 6. Identify records required relating to violent or potentially violent incidents. 7. Describe information to be recorded in relation to violent incidents.				

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**Abstract of Funding Information 06/07** □  
**(Published by the LSC April 06)** Page 110□ Paragraphs 493

A distance-learning programme should include all the following elements, in addition to the learning materials.

Initial assessment to ensure the programme and the mode of delivery are appropriate to the needs of the learner.

Induction

Specialist tutor support

Technical support where appropriate

Counselling and guidance

ALS Where necessary and appropriate

Clear identification of the delivery method in the programme literature and learning agreement.

The support should include a robust marking and comment service for their work, which may be in electronic form or on paper. It is expected that the marking and comment service should be provided by suitably qualified subject tutors, who are additionally trained to support distance learners.

# Other Materials Available From Cable Educational

Course Title	Section 96/97
BTEC Award in Infection Control	Yes
BTEC Advanced Award in the Control and Administration of Medicines	97 only
OCNW Level 2 Certificate in Practical Food Safety in Catering	Yes
OCNW Level 3 Practical Supervision of Food Safety in Catering	Yes
OCNW Certificate in Health and Safety in the Workplace	Yes
OCNW Certificate in Environmental Awareness	Yes
OCNW Certificate in Stress Management	Yes
OCNW Certificate in Conflict Management	Yes
ASET Certificate in Manual Moving and Handling Level 2	Yes
NVQ Cleaning and Support Services Level 1	Yes
NVQ Cleaning and Support Services Level 2	Yes
NVQ Support Services in Health Care Level 2	Yes
Certificate in Support Work in Schools Level 2	Yes
NVQ Customer Service Level 2	Yes
IOSH Safety in the World of Work	No
IOSH Managing Safely in the World of Work	No





