

## **2886 Level 3 Award for Deliverers of Conflict Management Training**

### **Introduction**

This new course has taken the place of the old 1886 qualification which is no longer available.

### **Aim of the 2886 City and Guilds Course**

To develop an experienced trainer's specialist knowledge, skills, and behaviour necessary to deliver a scenario based conflict management programme. The course is part of the National Qualifications Framework and is set at Level 3.

### **What are the course outcomes?**

The course will be delivered over three consecutive days, culminating in a 40 question multiple-choice test and the delivery of a thirty minute micro-teach.

### **There are two units for this qualification:**

#### **Unit 1 – Managing conflict in the workplace when dealing with customers, service users or the public**

##### **Outcomes 1 – 5**

Know how communication can be used to solve problems and reduce the likelihood of conflict

Know the factors that influence human responses in conflict situations

Know how to assess and reduce risks in conflict situations

Know how to communicate effectively and de-escalate conflict in emotive situations

Know good practice to follow after conflict situations

#### **Unit 2 – Delivering scenario-based Conflict Management training**

##### **Outcomes 1 – 4**

Understand the principles of scenario-based conflict management training

Be able to plan and design scenario-based conflict management training

Be able to deliver scenario-based conflict management training

Know how to evaluate own performance



# **2886 Level 3 Award for Deliverers of Conflict Management Training** *(Continued)*

## **What are the entry requirements?**

Candidates are required to possess a minimum trainer qualification at level 3 on the national qualification framework. For example: City and Guilds 7303 “Preparing to Teach in the Lifelong Learning Sector” (PTLLS).

## **How long is the course?**

**The course is run as three straight days with evening work as well.**

## **How will I be assessed?**

The course is assessed by completing a multiple choice question paper and by the delivery of a 30-minute scenario based micro teaching session on conflict management.

## **How much does it cost?**

£425 per person + VAT. This includes manuals, certification, tea/coffee and on-going help and support during the course.

When booked at the same time as a 7303 course the overall cost would be £950 + vat per person – a saving of £70 + vat.

We can also run this course at your venue for a total cost of £2250 + vat for up to six delegates.  
Additional delegates – to a maximum of 12 - would be charged at £300 + vat each.

**This course is approved by the MOD in support of the ELC scheme.**

Please note that if you require both courses the ideal way to achieve them would be to do the 7303 course followed by 2886 approximately one month later.

This allows time for the 7303 to be completed and assessed and for the 2886 pre-course work to be achieved.

If you need to operate to a tighter deadline then we will be able to assist you in this.

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