



## Qualification for Communication & Conflict Management

### Training content

The training for the qualification for a Security licence takes 30 hours and can be delivered over four days or at weekends or evening sessions. The training includes part 2; Communication & Conflict Management will be tailored to the licensable sector you wish to apply for or can be delivered as a stand alone qualification.

### Part 2: Practical scenario based training and assessment (7.5hours)

**Aim:** To develop knowledge and skills in communication and conflict management

- Avoiding conflict and reducing risk
- Defusing conflict
- Resolving conflict
- Post-incident considerations and learning from conflict.

### Qualification exemptions

Security operatives who have successfully achieved an award/qualification in a security discipline and hold a certificate, which has been awarded by a recognised and approved awarding body, may be exempt from part 1 of the core competency training.

Examples of such exemptions are:

- NVQ Level 2 in Providing Security Services
- SVQ Level 2 in Providing Security Services
- NVQ Level 2 in Security, Safety & Loss Prevention
- SVQ Level 2 in Security, Safety & Loss Prevention
- Knowledge of the Professional Security Officer Level 2 – SITO/City & Guilds

No security operatives will be exempt from part 2 of core competency training. Any further exemptions to this list will be advised on the SIA web site.

### Exemptions based on prior learning

Applicants may present to an Awarding body-approved training centre evidence of relevant competence which is not based on a recognised qualification, for

consideration of accreditation of prior learning by the training provider. Such accreditation of prior learning consideration must be evidence-based, must have clear audit-trails on how each final decision was reached, and be based on the principles of authenticity, currency, relevance and sufficiency.

# COMMUNICATION & CONFLICT MANAGEMENT COURSE BOOKING FORM



## Security Training Centre UK Ltd

Original Date: 2008

Dates Revised:

ALL INFORMATION CONTAINED IN THIS FORM IS STRICTLY CONFIDENTIAL.

### Customer Details

Company Name:

Address:

E-mail Address:

Telephone Number:

Mobile Number:

### Invoice Address:

### Course & Dates Required:

Ser	Course Title	Course Dates	Delegate Numbers
01	Communication & Conflict Management		
02			
03			

### Course Costs:

Communication & Conflict Management Training @ £75 + VAT per delegate.

Signed:

Print Name:

Date:

Please enclose a deposit of £50 per delegate to confirm your places on this courses, cheques made payable to Security Training Centre (UK) Ltd.

SHOULD YOU HAVE ANY FURTHER QUESTIONS REGARDING THIS COURSE PLEASE TELEPHONE OR EMAIL THE OFFICE MANAGER.

SAM BLINSTON  
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