

Unit Title:	Manage conflict in a policing context (GC10)
OCR unit number:	L/502/5731
Level:	3
Credit value:	3
Guided learning hours:	15

Unit purpose and aim

This unit covers managing conflict ie recognising and dealing with a range of behaviours and actions. The learner must respond in ways that do not provoke conflict, and seeking to defuse situations where such behaviour is present. They must use appropriate personal safety skills (including self defence and restraint) and equipment.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand legislation and other relevant guidance related to managing conflict</p>	<p>The Learner can:</p> <p>1.1 Identify the legislation, organisational requirements, national guidelines and personal responsibilities (including level of training and duty of care) that relate to managing conflict.</p> <p>1.2 Explain why it is important to adhere to national guidelines relating to working appropriately with children and young people.</p> <p>1.3 Explain the procedures for recording and reporting incidents involving personal safety skills and equipment.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Human Rights Legislation • SOCAP Legislation • PACE and Codes of Practice • Health & Safety Legislation • National Training protocols • ACPO Guidance. <p>This may include:</p> <ul style="list-style-type: none"> • Safeguarding young people • Local policy. <p>This may include:</p> <ul style="list-style-type: none"> • Promptly recording and reporting what happened • Completing all necessary records • What reports have to be made and records kept having managed a conflict situation.
<p>2 Be able to apply conflict management skills and techniques</p>	<p>2.1 Gather information in order to make a threat assessment.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Body language • Behaviour or language • Events • History • Risk assessment.

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	<p>2.2 Select and apply an appropriate tactical option, based on a threat assessment, legislation, training and organisational policy, calling for any necessary assistance, back-up and support if required.</p> <p>2.3 Communicate with people in a way that:</p> <ul style="list-style-type: none"> • shows respect for them, their property and their rights • is appropriate to them • is free from discrimination and oppressive behaviour • ensures that your actions and words signal non-aggression at the appropriate times • remains alert to verbal and non-verbal communication pertaining to danger cues • uses language and speech; actions, gestures and body language; space and position appropriately. <p>2.4 Take action to defuse conflict with both compliant and non-compliant people that:</p> <ul style="list-style-type: none"> • will not make the situation worse and promotes calmness and reassurance • is consistent with the organisation's policies, procedures and your legal responsibilities and training. 	<p>This may include:</p> <ul style="list-style-type: none"> • Showing respect for people, their property and rights • The principles of risk assessment • Triggers for behaviour • Planning how to leave a situation • Selection and application of the most appropriate tactical option • Use of appropriate techniques. <p>This may include:</p> <ul style="list-style-type: none"> • Showing respect for people, their property and rights • An understanding of non-verbal communication techniques and signs • Understanding body language and the implications • Use of effective and appropriate communication channels • Listening skills. <p>This may include:</p> <ul style="list-style-type: none"> • Understanding of the Conflict Resolution Model • Application of the Conflict Resolution Model. • Knowledge of organisational policies and procedures.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	<p>2.5 When applying conflict management skills ensure your actions:</p> <ul style="list-style-type: none"> • act in a way that values people as individuals • manage risks to health and safety • use law enforcement actions proportionately, recording actions correctly and timely. 	<p>This may include:</p> <ul style="list-style-type: none"> • Understanding of the Conflict Resolution Model • Application of the Conflict Resolution Model. • Showing respect for people, their property and rights • Promptly recording and reporting what happened • Completing all necessary records.
<p>3 Use personal safety skills and any issued equipment</p>	<p>3.1 Use appropriate skills at the incident ensuring that:</p> <ul style="list-style-type: none"> • force used during the incident is reasonable, proportionate and necessary • a duty of care and aftercare is demonstrated. <p>3.2 carry and use approved personal protective and communication equipment in line with organisational operating procedures and training in order to:</p> <ul style="list-style-type: none"> • communicate accurate and clear information to the individual(s), colleagues and other specialist staff • promptly and accurately report on the incident, justify or evidence the action taken. <p>3.3 Promptly inform a supervisor of the actions taken during the incident.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Relevant legislation • How to apply reasonable, necessary and proportionate force • Local procedures for aftercare. <p>For the PCSO and Police officer, this may normally include:</p> <ul style="list-style-type: none"> • PPE • Communication techniques and channels with others • What documentation and records need to be completed and submitted <p>For the Police officer, this may also normally include:</p> <ul style="list-style-type: none"> • Handcuffs • Baton • Incapacitating spray <p>This may include:</p> <ul style="list-style-type: none"> • Using a range of communication technologies and methods.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	3.4 When using personal safety skills and equipment ensure: <ul style="list-style-type: none"> • people are valued as individuals • risks to health and safety are managed • law enforcement actions are used proportionately and actions are recorded and used correctly and timely. 	This may include: <ul style="list-style-type: none"> • Showing respect for people, their property and their rights • Minimising risk to health and safety by use of appropriate options and aftercare • Completing and submitting the correct documentation and records.

Assessment

Workplace Assessment:

Competence must be practically demonstrated in the workplace for all learning outcomes

Guidance on assessment and evidence requirements

Candidates must produce their own work and assessors use a range of assessment methods.

Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase.

You should refer to the '*Admin Guide: Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.

Details of relationship between the unit and national occupational standards

GC10, AA1, AB1, AE1, AF1, CA1.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).