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Unit Title:	**Knowledge of managing conflict within a policing context (GC10(K))**
OCR unit number:	n/a shared unit
Sector unit number:	1.4 Public Services
Level:	3
Credit value:	2
Guided learning hours:	7
Unit reference number:	Y/503/6554

Unit aim and purpose

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

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will:	**The Learner can:**	
1 Know the legislation and other relevant guidance related to managing conflict	1.1 Identify the relevant legislation, Service requirements, national guidelines and personal responsibilities (including level of training and duty of care) that relate to managing conflict	This may include: • Human Rights Legislation • SOCAP Legislation • P.A.C.E & Codes of Practice • Health and Safety Legislation • National Training Protocols • ACPO Guidance
	1.2 Describe the application of relevant legislation, Service requirements, national guidelines and personal responsibilities (including level of training and duty of care) that relate to managing conflict	
	1.3 Explain why it is important to adhere to national guidelines relating to working appropriately with children and young people	This may include: • Safeguarding young people • Local policy
	1.4 Explain the importance of fully documenting subject behaviours and resulting actions taken	

Learning Outcomes	Assessment Criteria	Teaching Content
2 Understand how to apply conflict management skills and techniques	2.1 Describe how to gather information in order to make a threat assessment	Information may include: • Body language • Behaviour or language • Events • History • Risk assessment
	2.2 Explain how to 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	This may include: • 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
	2.3 Explain how to communicate with people in a way that: • shows respect for them, their property and their rights • is appropriate to them • is free from discrimination and oppressive behaviour • uses actions and words that 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	This may include: • 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

Assessment

Evidence of the knowledge and understanding within the unit must be shown through one or more of:

- timed essay

- written test

- multi-choice questions

- scenario based demonstrations (in a classroom or other environment)

other (as agreed by Skills for Justice and the NPIA and the relevant Awarding Organisation).

Evidence requirements

There are no specific evidence requirements for this unit.

Guidance on assessment and evidence requirements

There are no specific assessment and evidence requirements.

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

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Policing and Law Enforcement (Skills for Justice)	GC10	Manage conflict in a policing context
Common standards across the Justice Sector (Skills for Justice)	AA1	Promote equality and value diversity
Trading standards and environmental health (Skills for Justice)	AB1	Communicate effectively with people
Trading standards and environmental health (Skills for Justice)	AE1	Maintain and develop your own knowledge

Trading standards and environmental health (Skills for Justice)	AF1	Ensure your own actions reduce risks to health and safety
Trading standards and environmental health (Skills for Justice)	CA1	Use law enforcement actions in a fair and justified way

Additional information

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