

Award in Conflict Management

What is the BIIAB ACM?

The BIIAB ACM helps staff, whose work involves the provision of services to the public, to avoid and manage conflict within their work environment.

This award has been designed in conjunction with conflict management specialists in the licensed retail sector. Incidents of workplace violence can range from the relatively minor problems of people causing nuisance in a premises, for example through unacceptable levels of swearing, to serious incidents involving physical abuse and damage to property.

Who is this qualification for?

The BIIAB ACM is designed for:

- Licensed retailers and assistant managers
- Relief managers supervisory and key staff

Operating in all types of licensed retail outlets including:

- Pubs, bars & nightclubs
- Entertainment venues
- Hotels & restaurants
- Off-licences & supermarkets
- All persons in contact/dealing with the public

What does the qualification cover?

The BIIAB ACM is designed to enable candidates to understand:

- The responsibilities of both employers and employees in relation to workplace violence under the Health & Safety at Work Act 1974
- What is meant by the terms 'risk' and 'hazard', and the causes of workplace violence
- How to identify and reduce hazards through risk assessment to reduce the likelihood of conflict arising
- Why and how conflict situations can arise, and how to avoid them
- How to deal with conflict when it has arisen
- The law in relation to self-defence victim support, and the importance of reporting and recording incidents of workplace violence

How long is the training course, where can I take and the cost it?

The BIIAB ACM has been designed to be deliverable in **one day**, this includes a short multiple-choice examination. A comprehensive handbook, presented in an easy-to-follow format, supports the qualification and covers all the information needed for this exam. In order to pass, candidates must answer correctly 23 out of the 30 examination questions.

Cost: £60.00 Including Vat (Discounts will be allocated to members of Salisbury, Havant District and Fareham Pubwatches).

Telephone 07917612158 of email info@knightwoodtraining.co.uk