Qualification Specification

Highfield Level 2 International
Award in Security Guarding

Version 2.0: July 2019

Contents

Highfield Level 2 International Award in Security Guarding

Introduction
This specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your centre manager

Key Facts
The assessment method is via Multiple Choice Question (MCQ) papers.
Highfield recommends that the training and delivery of this qualification takes at least 26 hours to complete.

Qualification Details

The **Highfield Level 2 International Award in Security Guarding** is a qualification developed by Highfield, the Middle East's leading supplier of compliance-based qualifications. The qualification has been designed with sector experts specifically for international learners who wish to become security guards. It has taken into account recognised best practice principles of security guarding. The qualification provides an excellent basis for preparing international learners who may wish to undertake further security qualifications.

Qualification Overview
This qualification is aimed at learners who want to pursue a career in the security sector in a security officer role.

Important Note: Highfield recommends that you contact the relevant Government Department in the country that you want to deliver this qualification, to ensure that local laws are being adhered to and that there are no additional approval requirements. It may be that you are required to register as a training provider within the country itself. Highfield approves centers based on its own criteria but does not represent any other organizations or departments.

Entry Requirements
There are no prerequisites for this qualification.

Qualification Structure
To achieve the **Highfield Level 2 International Award in Security Guarding** learners must complete the following **three** units:

- Unit 1 International Working in the Security Industry
- Unit 2 International Working as a Security Officer in the Security Industry
- Unit 3 International Working in Conflict Management in the Security Industry.

Full details of all Rules of Combination can be found in Appendix 1 of this specification and all units are contained within Appendix 2.

Assessment Guidance
Details on assessment for each of the units are below:

Unit 1: International Working in the Security Industry
This unit is assessed by a 20 question multiple-choice examination, the duration of which is one hour. To be successful, learners must achieve a score of at least 14 out of 20.

Unit 2: International Working as a Security Officer in the Security Industry
This unit is assessed by a 20 question multiple-choice examination, the duration of which is one hour. To be successful, learners must achieve a score of at least 14 out of 20.

Unit 3: International Working in Conflict Management in the Security Industry
This unit is assessed by a 15 question multiple-choice examination, the duration of which is 45 minutes. To be successful, learners must achieve a score of at least 10 out of 15.

Following the assessment, a list of results will be provided to the centre contact stating whether learners have passed or failed, and certificates will be dispatched for distribution by the centre contacts.

Age Range
This qualification is approved for delivery to learners aged 18 + although this may be reduced to 16+, if permitted in the country where the qualification is being delivered.

Geographical Coverage
The qualification is suitable for learners that live outside of the UK.

Tutor Requirements
Highfield require that Nominated Tutors have teaching experience and hold a qualification in the relevant subject area.

Suitable Subject Area Qualifications may include:
- Degree or Dip.HE in a related subject such as:
  - Security
  - Security Management
- Another Highfield approved qualification (or experience) deemed relevant.

Suitable Teaching Qualifications include:
- Level 3 Award in Delivering Training
- Level 3 or 4 PTLLS or above
- Diploma or Certificate in Further and Higher Education
- Bachelors or Masters Degree in Education
- City and Guilds Teachers Certificate, or equivalent
- Level 3 or 4 NVQ in Training and/or Development
- Highfield Level 3 International Award in Delivering Training (International Award in Delivering Training (IADT)
- Proof of at least 30 hours of training in any subject.

Any country specific qualification that is not included above will be reviewed on application by Highfield subject matter experts.

Reasonable Adjustments and Special Considerations
Highfield Qualifications has measures in place for learners who require additional support. Reasonable adjustments such as additional time for the exam; assistance during the exam such as using a scribe or a reader, is available upon approval from Highfield. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance on this.

www.highfieldinternational.com/download

ID Requirements
All learners must be instructed to bring photographic identification to the assessment to be checked by the invigilator/assessor. This instruction should be given ahead of the course/assessment when the learner registers and/or with any pre-course materials.

It is the responsibility of the centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All centres are therefore required to ensure that each learner's photographic identification is checked before they are allowed to undertake the examination/assessment and write the type of photo identification provided by each learner on the Candidate List under 'Identification Provided'. Highfield will accept the following as proof of a learner's identity:
- valid Passport (any nationality)
- signed UK Photo card Driving Licence or local equivalent
- valid Warrant Card issued by HM Forces, Police or local equivalent
- other photographic ID card, eg Employee ID Card (must be current employer), Student ID Card, Travel card.

For more information on learner ID requirements, please refer to the Highfield Examination and Invigilation Regulations and the Highfield Core Manual.

Progression Opportunities
On completion of this qualification, learners are qualified to work as a Security Guard and may progress to Security Managers as well as other roles within the security sector, such as a CCTV Operative, Close Protection Operative and Door Supervisor.

Learners may take several other Highfield qualifications, such as
- Level 2 International Award in CCTV Operations (Public Space Surveillance)
- Level 3 Award in First Aid Response.

Useful Websites

- www.Highfieldproducts.com (Highfield Products)
- www.Highfieldqualifications.com (Highfield Qualifications)
- www.Highfieldinternational.com (Highfieldabc MEA)

Recommended Training Materials
- Dyson, J & Walker, A. *Security Officers Course Book,* Highfield.co.uk Ltd.
- Security Officers Training PowerPoint, Highfield.co.uk Ltd.

Appendix 1: Rules of Combination

To achieve the **Highfield Level 2 International Award in Security Guarding** learners must achieve the following **three** mandatory units.

Mandatory Group

Unit No.	Unit Title	Level
1.	International Working in the Security Industry	2
2.	International Working as a Security Officer in the Security Industry	2
3.	International Conflict Management in the Security Industry	2

Appendix 2: All Units

Unit 1: **International Working in the Security Industry**
Level: 2
GLH: 10

Learning Outcome	Assessment Criteria
The learner will:	*The learner can:*
1. Know the purpose and main features of the security industry:	1.1 Define the main purposes of the security industry.
	1.2 Name different roles within the security industry.
	1.3 Describe the main qualities required by security officers.
2. Understand relevant aspects of health and safety in the workplace:	2.1 Outline the importance of health and safety in the workplace.
	2.2 State the main responsibilities of employees, employers in respect of health and safety.
	2.3 Identify ways of minimising risk to personal safety and security.
	2.4 Identify typical hazards in the workplace.
	2.5 Describe appropriate reporting procedures for dealing with accidents and injuries.
3. Know how to apply the principles of fire safety:	3.1 Name the three components that must be present for fire to exist.
	3.2 Describe how to reduce the risk of fire.
	3.3 State the different type of fires.
	3.4 Identify the types of fire fighting equipment.
	3.5 State which equipment is used on each type of fire.
	3.6 Describe how to use fire fighting equipment.
	3.7 State responses on discovering a fire.
	3.8 Explain fire evacuation procedures.
4. Know how to deal with workplace emergencies:	4.1 Define the term 'emergency' when used in the workplace.
	4.2 State types of workplace emergencies.
	4.3 Describe appropriate responses to workplace emergencies.
	4.4 State appropriate responses to situations requiring first aid.
5. Understand the principles of effective	5.1 Describe the communication process.

	5.2	Describe methods of verbal communication.
communication:	5.3	Describe methods of non-verbal communication.
	5.4	State common barriers to communication.
	5.5	State the importance of effective communication in the workplace.
6. **Understand the principles of customer care in the security industry:**	6.1	Describe the principles of customer care.
	6.2	Identify different types of customers.
	6.3	State how customer needs can vary.

Unit Content

LO1: Know the purpose and main features of the security industry
- The main purposes of the security industry:
  - crime prevention and detection
  - protection of people and property
  - support to other organisations.
- The different roles within the security industry:
  - Security Guarding
  - CCTV
  - Door Supervision
  - Cash and Valuables in Transit
  - Close Protection.
- The main qualities required by security industry officers:
  - compliance with Code of Conduct
  - integrity
  - communication skills
  - team working skills
  - reliability.

LO2: Understand relevant aspects of health and safety in the workplace
- The importance of health and safety in the workplace
  - duty of care
  - legal compliance
  - financial eg non compliance
  - protection of employees
  - protection of the organisation.
- The main responsibilities of employees and employers and under health and safety:
  - employee
    - responsibility for own actions
    - adhere to organisational policies
  - employer
    - provide safe systems of work
    - provide safety equipment
    - instruction, training and supervision
    - liaison with staff.

- Ways of minimising risk to personal safety and security:
  - understanding risk assessment process

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- following policies
- awareness of potential hazards
- use appropriate Personal Protection Equipment (PPE).
- Typical hazards in the workplace
  - slips, trips and falls
  - manual handling
  - fire
  - electricity
  - hazardous substances
  - lone working
- Appropriate reporting procedures for accidents and injuries
  - what must be reported
  - how to report
  - who to report to

LO3: Know how to apply the principles of fire safety
- The three components that must be present for fire to exist (the fire triangle):
  - heat
  - fuel
  - oxygen.
- How to reduce the risk of fire:
  - physical structure of the building: fire doors
  - waste management
  - good housekeeping
  - monitoring ignition sources.
- Types of fires:
  - different categories
  - carbon based eg paper
  - flammable liquids eg petrol
  - flammable gases eg methane
  - metals eg magnesium
  - cooking oils and fats
  - electrical.
- Types fire fighting :
  - types of extinguishers
    - water
    - foam
    - CO^2
    - dry powder
    - wet chemical
  - Other equipment:
    - blankets
    - sprinkler systems.

- Uses of fire fighting equipment:
  - Types of extinguishers
    - water - carbon based: eg wood, paper
    - foam – carbon based and flammable liquids
    - CO_2 – flammable liquids, electrical
    - dry powder – carbon based, flammable liquids and flammable gases
    - wet chemical – cooking oils and fats
  - Other equipment
    - blankets – Cooking Oils, Fats
    - sprinkler systems – usually water based for carbon based fires.

- Describe how to use fire fighting equipment:
  - how to operate
  - safety considerations.
- Responses on discovering a fire:
  - raise the alarm
  - call emergency services
  - evacuate the premises.
- Fire evacuation procedures:
  - speed of evacuation
  - assist the emergency services
  - keep self and others safe
  - confirm evacuation.

LO4: Know how to deal with workplace emergencies

- What is an 'emergency' in the workplace:
  - an unexpected occurrence
  - a threat to people and property
  - requires immediate action.
- Types of workplace emergencies:
  - system failure
  - serious illness
  - adverse weather conditions
  - suspicious items/bomb threats.
- Appropriate responses to workplace emergencies:
  - adhere to company policies and procedures
  - keep calm
  - prioritisation of incidents
  - ensure safety to self and others
  - correction information to take down for bomb threat calls
  - who to inform
  - reporting of incident.
- Appropriate responses to situations requiring first aid
  - call appointed person
  - call the emergency services.

LO5. Understand the principles of effective communication

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- Communication processes:
    - sending the message
    - content of message
    - Person receiving the message
- Methods of verbal and non-verbal communication:
    - verbal
        - speaking
        - tone
        - listening
    - non-verbal
        - gestures
        - body language and stance
        - image
        - facial expressions
        - written communication.
- Common barriers to communication:
    - physical
        - distance
        - noise
        - physical barriers
    - emotional
        - nervousness
        - frustration
        - anger
        - aggression
    - other
        - language barriers
        - drugs/alcohol
        - mental illness
- The importance of effective communication in the workplace:
    - good impression
    - get the job done
    - reduce conflict.

LO6. Understand the principles of customer care in the security industry
- The principles of customer care
    - being professional
    - being approachable
    - showing concern
    - leaving customers satisfied.
- Different types of customers
    - internal customers
    - external customers.
- How customer needs vary:
    - range of needs – different nationalities, religions and ages
    - different values.

Unit 2: **International Working as a Security Officer in the Security Industry**
Level: 2
GLH: 8

Learning Outcome	Assessment Criteria
The learner will:	*The learner can:*
1. Understand the role of a security officer within the security industry:	1.1 State the main responsibilities of a security officer.
	1.2 State the purposes of assignment instructions.
	1.3 Explain the term 'confidentiality' within the context of a security officer's responsibilities.
	1.4 Identify the purposes of control rooms.
2. Understand the importance of, and reasons for, patrolling:	2.1 Name the types of different patrols.
	2.2 State the purposes of different patrols.
	2.3 Describe the actions that should be taken before starting a patrol.
	2.4 Describe patrolling procedures and techniques.
	2.5 State the equipment required for patrolling.
	2.6 Explain the importance of vigilance and using local and site knowledge when patrolling.
3. Understand how to control entry and exit points:	3.1 State the methods of entry and exit point control.
	3.2 State the purposes of entry and exit point control.
	3.3 Describe the duties of a security officer when using different methods of entry and exit control.
4. Understand basic search procedures:	4.1 List the conditions that have to be in place before searching can be carried out.
	4.2 State the different types of search.
	4.3 State the correct procedures for carrying out personal and vehicle searches.
	4.4 State actions to be taken in the event of a refusal to be searched.
	4.5 State the information to be recorded in search documentation.
	4.6 State the action to be taken when suspicious property is found during a search.
5. Know the different types of technology available in the security environment:	5.1 Identify the types of security technology.
	5.2 State the main features of security technology.
	5.3 State the principles of alarm systems.
6. Know how to respond to alarm activations:	6.1 List actions to be taken in response to alarm activations.
	6.2 Define how to respond to a false alarm.

	6.3 Identify how to protect the scene of a crime.
7. **Understand the importance and purpose of reporting and keeping records:**	7.1 List the different types of records relevant to the role of a security officer.
	7.2 Describe how to complete an incident report.
	7.3 State the importance of an incident report.
	7.4 Identify the information to be recorded in an incident report.
	7.5 Describe how to complete a notebook.
	7.6 Describe the hand-over procedure.

Unit Content

LO1: Understand the role of a security officer within the security industry

- The main responsibilities of a security officer may include:
  - checking people and vehicles at points of entry and exit
  - carrying out patrols
  - preventing unauthorised access
  - preventing damage or theft of property
  - responding to and record incidents
  - dealing effectively with internal and external customers.
- The purpose of assignment instructions is to:
  - provide guidelines on activities specific to the site
  - provide emergency contact numbers
  - help officers to act within organisation policies and client instructions.
- Confidentiality within the context of a Security Officer's responsibilities:
  - ensuring that information is accessible only to authorised persons to have it access to it
    - patrol procedures
    - access codes
    - personal contact numbers and records.
- The purpose of a control room is to:
  - assist in the management of security operations
  - provide assistance, guidance and emergency support as and when necessary.

LO2: Understand the importance of, and reasons for, patrolling
- The types and purposes of different patrols:
  - initial
    - carried out at the beginning of the shift to identify any problems or incidents that require dealing with as soon as the officer comes on duty
  - routine
    - determined by the site Assignment Instructions
      - made either infrequently
      - set times
  - final
    - this is the last patrol of the shift carried out to ensure effective handover.
- Actions that should be taken before starting a patrol:
  - check the Assignment Instructions for requirements and frequency of patrols
  - what equipment to take and check that it is working and suitable
  - the geography of the site
  - who to inform that the patrol has started/ended.

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- Patrolling procedures and techniques:
  - follow the site assignment instructions
  - maintain communication with colleagues to confirm your location and that all is well
  - vary routes and times when possible to prevent criminals learning the routine of patrol
  - use mechanical or electronic clocking devices to record the patrol when available.
- The equipment required for patrolling:
  - notebook or equivalent
  - torch
  - radio or mobile telephone
  - Personal Protective Equipment (PPE), if required.
- The importance of vigilance and using local and site knowledge when patrolling:
  - identify breaches of site security
  - identification of suspicious people, vehicles and items
  - identify actual or potential hazards
  - identify crimes that have been committed, or are in the process of being committed.

LO3: Understand how to control access to and exit from a site
- The methods of entry and exit point control are:
  - mechanical
    - shutter
    - turnstile
  - electronic
    - pin code
    - swipe card.
- The purpose of entry and exit control is to:
  - control who is on site at any given time
  - reduce crime
  - protect staff and visitors
  - deal with evacuations and other emergencies.
- The duties of a Security Officer when using different methods of entry and exit control:
  - manning gates or checkpoints
  - checking/issuing passes
  - maintaining visitor logs
  - challenging people already on site
  - refusing entry and removing unauthorised persons from site.

LO4: Understand basic search procedures
- The conditions that must be in place before searching can be carried out are:
  - obtaining permission from the person you wish to search
  - following the Assignment Instructions.
- The different types of search are:
  - general – everyone is searched
  - random, eg every fifth person
  - specific – selected individual.
- The correct procedures for carrying out personal and vehicle searches:
  - personal searches
    - get permission
    - be professional
    - be non-discriminatory
    - move the individual to a designated search area, if possible

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- only search the same sex as yourself.
  - o Vehicle searches:
    - get permission
    - move the vehicle to a safe area and ensure vehicle is parked properly prior to search
    - ensure lighting is sufficient and you have all necessary equipment
    - observe the driver.
- Actions to be taken in the event of a refusal to be searched:
  - o accurate details of anyone refusing to be searched should be recorded and reported to the site management in line with the guidance given in the Assignment Instructions.
- The information to be recorded in search documentation:
  - o day of the week, date, time, location of search
  - o details of person, driver and/or vehicle searched
  - o details of officer searching and any witnesses
  - o reason for search
  - o any items found
  - o any action taken
  - o signature(s).
- The action to be taken when suspicious property is found during a search:
  - o report to your control room and / senior management for advice
  - o seizure of item and report to senior management.
  - o seizure and arrest.

LO5: Know the different types of technology available in the security environment
- The types of technology in security environment:
  - o Types
    - access control systems – signs, locks, barriers, etc
    - intruder alarms – detect either movement, light, heat sound or vibration
    - CCTV systems – to monitor and record site activities
    - fire alarms – detect heat and/or smoke
    - building maintenance systems – alerts staff to faults with equipment eg freezer defrosting.
- The main features of security technology:
  - o Security
    - intruder alarm
    - access control system
  - o Monitoring
    - CCTV
    - building maintenance system
  - o Emergency
    - fire alarm
    - smoke and heat detectors.

- Alarm system operator controls and indicators:
  - o control panels
    - fire alarm
    - intruder alarm
  - o indicators

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- audible alarm
- flashing lights.
- Principle of an alarm system
  - to detect and notify
  - to indicate access to property.

L06: Know how to respond to alarm activations
- Actions to be taken in response to alarm activations:
  - identify the type and location of alarm activation
  - follow Assignment Instructions.
- A 'false alarm'
  - a false report of an emergency, causing unnecessary panic and/or bringing resources (such as the security and/ or emergency services) to a place where they are not needed.
- How to respond to a 'false alarm'
  - treat it as something that requires a full response at first
  - one that requires fire service immediately (if a fire alarm)
  - deploy security officers to the source.
- Identify how to protect the scene of a crime:
  - ensure scenes are not interfered with by persons not authorised to examine them
  - protect any evidence that might be present
    - consider surfaces for fingerprints
    - broken glass for forensic examination
    - protect stolen goods when seized or recovered.

LO7: Understand the importance and purpose of reporting and keeping records
- The different types of records relevant to the role of a security officer:
  - incident reports
  - personal notebooks
  - search registers
  - visitor's registers
  - duty sheets
  - accident book.
- Report writing:
  - do write reports that are accurate and clear
  - cross mistakes out with a single line and initial
  - don't erase words, tear out pages, leave blank spaces, overwrite or write in-between lines.
- The importance of an incident report:
  - potential use as evidence in court
  - justifies the actions of the security officer
  - accurate record of what happened.

- The information to be recorded in an incident report:
  - day of the week, date and time of the incident
  - how they were alerted to the incident
  - what they saw
  - information about incident
  - those involved
  - what they were told

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- - - o what happened
    - o what action was taken
    - o what the result was
    - o details of any witnesses
    - o any descriptions of people or property.
- Keeping a notebook:
  - o Do
    - be accurate
    - be comprehensive
    - be clear
    - record the actual words used.
  - o Don't
    - use erasers
    - tear pages out
    - leave blank pages
    - overwrite
    - write between the lines.
- The hand-over:
  - people still on site
  - secure and insecure areas
  - areas of vulnerability
  - incidents during last shift
  - details of on-going incidents
  - missing or outstanding equipment
  - any hazards or dangers on site
  - expected visitors/deliveries
  - messages to action/pass on
  - any particular duties/tasks for the next shift
  - handover of necessary equipment/keys.

Unit 3: **International Working in Conflict Management in the Security Industry**
Level: 2
GLH: 8

Learning Outcome	Assessment Criteria
The learner will:	*The learner can:*
1. **Understand the principles of conflict management:**	1.1 State the importance of using positive and constructive communication to avoid conflict. 1.2 State the importance of having policies, guidance and procedures relating to workplace violence. 1.3 State factors that can trigger an angry response in others. 1.4 State factors that can inhibit an angry response in others. 1.5 State how managing customer expectations can reduce the risk of conflict. 1.6 Describe human responses to emotional and threatening situations.
2. **Understand how to recognise, assess and reduce risk in conflict situations:**	2.1 Identify the stages of escalation in conflict situations. 2.2 Explain how to apply dynamic risk assessment to a conflict situation.
3. **Understand how to communicate effectively in conflict situations:**	3.1 State how to use verbal communication in conflict situations. 3.2 State how to use non-verbal communication in conflict situations. 3.3 State how to overcome communication barriers. 3.4 Identify the differences between assertiveness and aggression.
4. **Know how to deescalate conflict situations:**	4.1 Identify how to work with colleagues to de-escalate conflict situations. 4.2 State the importance of positioning and exit routes.
5. **Understand how to develop and use problem solving strategies for resolving conflict:**	5.1 State the importance of viewing the situation from the customer's perspective. 5.2 Identify methods of solving problems. 5.3 Identify 'win-win' approaches to conflict situation.
6. **Understand best practice procedures to follow after conflict situations:**	6.1 State the importance of accessing help and support following an incident. 6.2 State the importance of reflecting on and learning from conflict situations. 6.3 Describe the importance of sharing good practice. 6.4 Describe the importance of contributing to providing solutions to re-occurring problems.

Unit Content

LO1: Understand the principles of conflict management
- The importance of positive and constructive communication to avoid conflict
    - be proactive in giving information to customers
    - listen to the individual, before responding
    - maintain a calm tone and non aggressive body language.
- The importance of policies, guidance and procedures relating to workplace violence:
    - protect organisation reputation
    - provide clear role and responsibility.
- Factors that can trigger an angry response in others:
    - factors
        - being drunk or on drugs
        - emotions – anger, pain, upset, etc
    - possible triggers
        - showing disrespect
        - threatening/aggressive behaviour
        - insulting behaviour.
- Factors that can inhibit an angry response in others:
    - self control
    - calmness
    - fear of retaliation.
- How managing customer expectations can reduce the risk of conflict:
    - clear communication
    - managing unrealistic expectations
    - explaining procedures
    - proactive service delivery.
- Human responses to emotional and threatening situations:
    - fight or flight
    - fear
    - shock.

LO2: Understand how to recognise, assess and reduce risk in conflict situations.
- The stages of escalation in conflict situations:
    - frustration
    - anger
    - aggression
    - violence.
- How to apply dynamic risk assessment to a conflict situation:
    - personal safety is most important.
    Steps:
    - assess the situation
    - consider options
    - take action
    - record actions.

LO3: Understand how to communicate effectively in conflict situations
- How to use verbal communication in conflict situations:
    - keep control of your voice when speaking

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- - speak clearly
  - avoid accusing or aggressive language.
- How to use non-verbal communication in conflict situations:
  - awareness of personal space
  - non aggressive body language
  - open hand gestures.
- How to overcome communication barriers:
  - move to a quieter area
  - speak slowly and calmly
  - non aggressive body language
  - be patient.
- The difference between assertiveness and aggression:
  - assertive
    - firm but fair
    - calm
    - polite
  - aggressive
    - threatening
    - rude
    - unsympathetic.
- Ways of defusing emotive conflict situations:
  - positive communication
  - empathy.
- Appropriate approaches to take when confronting unacceptable behaviour:
  - assertive
  - positive communication
  - non aggressive body language
  - empathy.

L04: Know how to de-escalate conflict situations
- How to work with colleagues to de-escalate conflict situations:
  - dynamic risk assessment
  - positioning
  - switching.
- The importance of positioning and exit routes:
  - non-aggressive stance
  - maintaining personal space
  - ensure an escape route is available for self and aggressor.

LO5: Understand how to develop and use problem solving strategies for resolving conflict
- The importance of viewing the situation from the customer's perspective:
  - helps to defuse conflict situations
  - enables the use of empathy
  - builds a rapport

- Strategies for solving problems:
  - empathy
  - rapport
  - manage the customer expectations
- Win-win approaches to conflict situations:

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- o both sides satisfied with outcome
  - satisfaction of self
  - customer treated fairly

LO6: Understand good practice to follow after conflict situations

- The importance of accessing help and support following an incident:
  - o emotional support
  - o reduces the possibility of post traumatic stress disorder
- Importance of reflecting on and learning from conflict situations:
  - o making improvements
  - o sharing good practice
  - o identifying poor practice
- The importance of sharing good practice:
  - o sharing expertise
  - o improved procedures
  - o improved safety.
- The importance of contributing to providing solutions to re-occurring problems:
  - o Improved customer service.
  - o Improved morale and safety