



Who is this for?

This qualification is typically delivered over 1 day. The intended audience is anyone that is at a risk of dealing with confrontation situations at work, for example retail and customer service staff.

The qualification is suitable for where employees are unlikely to be physically attacked or need to restrain anyone.

Key points

- Regulated qualification
- Written to HSE guidance
- 6 Guided learning hours (1 day)
- Recommended to be refreshed every 3 years
- Certificate included
- Assessed by MCQs

Course content

This qualification has been developed to raise awareness amongst staff of recognising the contributing factors to violence at work and how to manage these.

- Define the term violence
- Legal requirements
- Recording incidents
- Control measures
- Recognising signs of aggressions
- Reducing the risk through interpersonal skills

The content has been written to meet accepted guidelines. The delivery will be tailored to the needs of the employer.

Learners may progress on to the QNUK Level 2 Award in Health and Safety in the Workplace (RQF) or Personal safety Qualifications.

Please contact us for details.