

# BIIAB Award in Conflict Management

## What is the BIIAB Award in Conflict Management?

The BIIAB Award in Conflict Management 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 qualification is nationally recognised and is designed for:

- licensed retailers
- assistant managers
- relief managers
- supervisory/key staff

operating in all types of licensed retail outlet including:

- pubs
- bars
- nightclubs
- entertainment venues
- hotels
- restaurants
- off-licences
- supermarkets

## What does the qualification cover?

The BIIAB Award in Conflict Management 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 is the qualification delivered?

The BIIAB Award in Conflict Management has been designed to be delivered in one day and includes a short multiple-choice examination. A comprehensive handbook, presented in a easy-to-follow format, supports the qualification and covers all the information needed for the examination. In order to pass the examination 23 out of 30 questions must be answered correctly.