



Qualification Specification

A learner's guide to the:

QNUK Level 2 Award in Preventing Violence in the Workplace (RQF)

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INTRODUCTION

1 INTRODUCTION

1.1 This qualification specification outlines the key information related to the QNUK Level 2 Award in Preventing Violence in the Workplace (RQF)

2 QUALIFICATION PURPOSE

2.1 This qualification is aimed at those working in with customers and service users, where there is a slight risk of having to deal with potentially violent and aggressive individuals. The qualification is not suitable for those that are likely to have to break away or physically intervene with violent individuals.

3 QUALIFICATION OBJECTIVE

3.1 This is a qualification that indicates an individual can undertake a specific role in the workplace and that may be relied upon by employers.

4 QUALIFICATION STRUCTURE

4.1 This qualification comprises a single unit. The learning outcomes and assessment criteria can be found in section 8

4.2 Qualification title

4.2.1 QNUK Level 2 Award in Preventing Violence in the Workplace (RQF)

4.3 Qualification accreditation number

4.3.1 603/0562/9

4.4 Qualification level

4.4.1 Level 2

4.5 Credit value

4.5.1 1

4.6 Guided learning hours (GLH)

4.6.1 6

4.7 Total Qualification Time (TQT)

4.7.1 6

4.8 Unit one title

4.8.1 Understanding the prevention of violence in the workplace

4.9 Unit one reference number

4.9.1 F/615/2468

5 PRE-REQUISITES

5.1 It is recommended that learners have a minimum of Level 1 literacy or equivalent.

5.2 Learners should be at least 16 years old in order to undertake the qualification

5.3 There are no other pre-requisites for this qualification.

6 GEOGRAPHICAL COVERAGE

6.1 This qualification is available to learners in England, Wales and Northern Ireland. The Qualification can be delivered in other countries however learners should be aware that the content is designed to meet current UK legislation.

7.1 ACCEPTABLE FORMS OF I.D.

7.1.1 The list below outlines acceptable forms of identification for learners undertaking a regulated qualification with Qualifications Network.

7.1.2 Ideally learners should provide at least 1 form of photo I.D. If photo I.D is not available, 2 forms of non-photographic I.D can be produced.

7.1.3 Acceptable forms of photographic I.D (1 required) are:

Signed UK Photo card driving licence

- Signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Firearms license (with photo)

7.1.4 Acceptable forms of non-photographic I.D (2 required) are:

- Current driving license – paper version
- Birth certificate
- Marriage/civil partnership certificate
- Mortgage statement (issued within past 12 months)
- Bank or building society statement (issued within last 3 months)
- Bank or building society account opening confirmation letter (issued within last 3 months)
- Credit card statement (issued within last 3 months)
- Pension or endowment financial statement (issued within last 12 months)
- P45 or P60 statement (issued within last 12 months)
- Council tax statement (issued within last 12 months)
- Valid work permit or visa issue by UK government
- Utility bill – excluding mobile phone bill (issued within last 3 months)
- Benefit statement e.g. child benefit, pension (issued within last 3 months)

8 UNITS OF ASSESSMENT

8.1 Each learner should successfully be assessed against the assessment criterion outlined below.

8.2

Learning outcome		Assessment Criterion	
1.	Be able to outline the legal aspects related to work related violence	1.1	Define the term violence at work
		1.2	Outline the legal requirements related to preventing work related violence
		1.3	Identify common occupations that are at greater risk of work related violence
		1.4	Outline why incidents of work related violence need to be recorded
2.	Be able to state common risk and control factors related to workplace violence	2.1	Outline ways to reduce the risk of violence occurring, including controls in relation to: <ul style="list-style-type: none">• Work environment• Workplace procedures• Security systems• Training• Networking with other businesses
3.	Be able to recognise and manage incidents of aggression and abusive behaviour	3.1	List reasons why someone may become aggressive or abusive
		3.2	Describe how to recognise when someone is becoming aggressive
		3.3	Explain how to manage a confrontational situation using interpersonal skills.
		3.4	Outline the actions that should be taken by employees, after a confrontational or abusive situation.

9 ASSESSMENT METHODS

9.1 This qualification is assessed by multiple choice questions.

9.2 Multiple choice questions

9.2.1 There is a single multiple choice question paper. Learners must achieve a minimum of 70% to pass.

9.4 Example question

9.4.1 An example of a **direct financial cost** associated with an accident at work would be:

- A Bad publicity
- B Payment of fines
- C Low staff moral