

**Conflict Management for the Private Security Industry**  
**Scenario Declaration**

The Conflict Management unit covers a number of security roles performed in a diverse range of environments. Although the environments may contrast there are common elements to most security roles in terms of communication and conflict management and these can be defined in the generic core of learning objectives set out below.

Delivery of this unit to Security Guards and Close Protection Officers the below scenarios must be covered:

- **Enforcement Scenario:** A situation that requires demonstration of positive communication skills when dealing with other persons on day-to-day issues, such as, access control and identity checks.
- **Defusing Scenario:** A situation that requires demonstration of effective communication skills in calming an emotive situation, such as, an angry customer.
- **Confronting Scenario:** A situation that requires non aggressive but firm handling of unacceptable behaviour such as foul language or breach of rules of entry.
- **High Risk Scenario:** An obvious risk situation that demands accurate threat assessment, decision-making skills and safe practice.

Delivery of this unit to Door Supervisors the below scenarios must be covered:

- **Refusing entry to a customer:** learners will understand the rules regarding entry refusal and will know how to refuse entry in a way that reduces the risk of conflict.
- **Ejecting a customer from the venue:** learners will understand the rules regarding ejection and will know how to eject a customer in a way that reduces the risk of conflict.
- **Incidents inside the venue:** learners will be able to identify some of the types of incidents that occur inside the venue, and to understand how they can deal with them in a way that reduces the risk of conflict

**Centre Declaration**

*We as the centre understand what is required of us on delivering the Conflict Management for the Private Security Industry unit and can confirm that the relevant scenarios will be delivered to all learners during the delivery of the Conflict Management for the Private Security Industry unit.*

*By signing this we confirm that all learners taking this unit will participate and contribute to these scenarios to a satisfactory level.*

Centre Name:	
Centre Number:	
Centre Contact Name:	
Centre Contact Signature:	
Date:	

**This declaration must be signed on centre approval and a copy must be sent to your Quality Team. If this is not full approval cannot be provided and this will cause a delay in when the first cohort of learners can be registered.**