



CENTRE OF SECURITY EXCELLENCE

Level 2 Communication and Conflict Management (Security Guard/Retail Guarding Part Two/SIA compliant)

This one day programme is designed to assist delegates and companies in the provision of Basic Job Training that meets part two of the SIA requirement for licensing. It provides students with the knowledge and skills in dealing with issues regarding difficult/angry customers, ejection from premises in a way that reduces conflict. Understanding arrest procedures and the use of force.

Who Should Attend/Entry Requirements

This programme is appropriate for people who require a qualification in order to apply for an SIA licence at Level 2 Security Guarding/Retail Guarding.

Course Content

- Reducing the Risk
- Proactive Service Delivery
- Signalling Non-Aggression
- Blocks to Communication
- Self-Awareness / Problem Solving
- High - Risk Conflict
- Post - Incident Considerations

Assessment

Assessment is made via the trainer's observation of the delegate's participation in tasks and exercises, and a compulsory one hour multiple choice examination at the end of the course.

Certification

Successful candidates will be awarded Unit Two NOCN Level 2 Award in Security Guarding/Retail Guarding, on completion of parts one and two students will be able to apply to the SIA to be licensed (Criminal Record Checks are carried out prior to issue of licence).

Costs

Including tuition, lunch, tea/coffee breaks, writing materials, manual and certification: £93.50 + VAT (One day 9am to 5pm)

£88.50 + VAT (Two consecutive Tuesday evenings 6pm to 9.30pm)

