



Qualification Specification

ProQual Level 2 Award in Managing Conflicts in the Workplace

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This qualification is part of ProQual's broad offer of qualifications in the Business Administration and Management Sector.

To find out more about other qualifications in this, or any other sector, or for our latest fees; check our Fees Schedule via the QR code below:



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Introduction

The ProQual Level 2 Award in Managing Conflicts in the Workplace provides a nationally recognised qualification for individuals across various sectors who need to handle and resolve workplace conflicts effectively.

The aims of this qualification are:

- To allow candidates to develop and demonstrate their knowledge and understanding of conflict management strategies.
- To provide candidates with the skills to de-escalate tensions, promote positive communication, and maintain a harmonious working environment.

As a knowledge-based qualification, this qualification would be suitable for distance or blended learning.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF), and has been published in Ofqual's Register of Qualifications.

Qualification Profile

Qualification Title:	ProQual Level 2 Award in Managing Conflicts in the Workplace
Qualification Number:	610/5407/0
Level:	2
Total Qualification Time (TQT):	120 Hours 12 Credits
Guided Learning Hours (GLH):	100 Hours
Assessment:	Pass/Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual external verifiers
Qualification Start Date:	02/06/2025
Qualification Review Date:	02/06/2028

Learner Profile

There are no formal academic entry requirements for this qualification. Centres should carry out their own assessment to establish candidate's existing knowledge and skills in order to develop the assessment plan.

Candidates must be aged **at least** 14 years old on the day that they are registered for this qualification. Centres are reminded that no assessment activity may take place until a candidate has been registered.

Candidates who complete this qualification may progress into other qualifications in ProQual's Business Administration and Management suite.

Qualification Structure

This qualification consists of **one** mandatory unit. Candidates must complete all mandatory units to complete this qualification. There are no optional units.

Unit Number	Unit Title	Level	TQT	GLH
D/651/4986	Managing Conflicts in the Work Environment	2	120	100

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form**.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 2 Award in Managing Conflicts in the Workplace

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

Occupationally competent means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:		Managing Conflicts in the Work Environment		Level:	2
Unit Number:		D/651/4986	TQT:	120	GLH: 100
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to identify issues that may cause conflict in the workplace.	1.1	Identify potential causes of conflict within: <ul style="list-style-type: none"> Organisational structures. Workplace systems. Workplace procedures. Digital communication, such as virtual meetings, emails and messaging apps. 		
		1.2	Explain how team members backgrounds may create differences in expectations.		
		1.3	Explain the importance of identifying potential conflicts across an organisation and describe preventative actions to avoid these.		
		1.4	Explain how and why conflict happens in the broader work environment, including conflicts between: <ul style="list-style-type: none"> Team members. Different stakeholders. Levels of management. Departments. Organisations. 		
2	Understand how to deal with conflict in the workplace.	2.1	Identify ways to deal with workplace conflicts when they arise, including what types of action should be taken and when.		
		2.2	Describe how differences in team member's expectations can be managed.		
		2.3	Describe different conflict resolution techniques and how to apply them in different situations.		

2	<i>Continued</i>	2.4	Describe the importance of identifying and agreeing on conflict resolution strategies with team members without apportioning blame.
		2.5	Explain the process and principles of mediation in resolving work conflicts.
3	Understand when and how to seek additional support for conflict resolution.	3.1	Identify when and how to seek help from colleagues or specialists in managing workplace conflict.
4	Understand conflict resolution within an organisational context.	4.1	Describe how organisational culture, rank, and role hierarchies affect workplace interactions and potential conflicts.
		4.2	Identify organisational structures, systems, and procedures that may contribute to conflict.
		4.3	Describe the sources of specialist or third-party support available within the organisation to manage conflicts.
		4.4	Describe the organisational and legal requirements for resolving conflicts and maintaining records of conflict resolution outcomes.

Additional Assessment Information

This unit is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome four asks candidates to put their knowledge within the context of an organisation. This may be their current employer, an organisation they volunteer with, an organisation they know well, or a fictional organisation provided to them via a case study or simulated assignment. Where a fictional organisation is used for context, this should be provided by the centre and not generated by the candidate.

Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.



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