

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Introduction to Conflict Resolution in Preparation for a Voluntary Role
Unit Reference Number:	Y/504/3889
Level:	Entry 3
Credit Value:	1
Minimum GLH:	10

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the causes of potential conflict when in a voluntary role	1.1 Give an example of a flashpoint scenario
	1.2 State some common behaviours that might contribute to conflict situations when in a voluntary role
2. Understand how to respond effectively to a conflict situation occurring in a voluntary role which involves members of the public	2.1 Give examples of ways in which conflict situations occurring in a voluntary role can be defused