

## Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Dealing with Difficult Situations at Work

**Unit Reference Number:** A/615/6986

**Level:** Entry Level Three (3)

**Credit Value:** One (1)

**Minimum Guided Learning Hours:** 10

| Learning Outcome (The Learner will):                               | Assessment Criterion (The Learner can):  |
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| 1. Be able to recognise different difficult situations at work     | 1.1 Identify a difficult situation which could arise in a workplace  |
|  | 1.2 For identified situation state:<br>a) Who is involved<br>b) Brief outline of the situation<br>c) The effects of the situation<br>d) Who could help resolve the situation |
| 2. Be able to deal with difficult situations at work               | 2.1 State why it is important to ask for help if a difficult situation arises  |
|  | 2.2 For a given situation, identify a minimum of 2 possible solutions  |
| 3. Know who talk to regarding a difficult situation in a workplace | 3.1 Identify person(s) available to raise concerns within a workplace  |