



Course Information

Course No.

CSK27F

Community Skills, Adult Learning Service: Course Information Sheet 2009-10

**If you require this information in large print or a different format,
please call us on 01642 490409**

Name of Course:	Certificate in Conflict Management Level 2
Day and Date(s):	Roll on roll off from Sept 09. Your tutor will contact you to offer you two options to undertake an initial compulsory 2hr introduction to the subject and course material including an initial literacy assessment. (if you can not attend the two options offered, you will be placed on a waiting list for the next cohort)
Time(s):	AS ABOVE
Total number of meetings:	1 meeting with scheduled telephone tutorials negotiated with your tutor on completion of each unit.
Level:	2
Fee:	£20
Venue:	Initial 2hr induction and literacy assessment session will take place in one of the following areas: South bank Grangetown Redcar Loftus Your tutor will contact you to confirm

What you can expect to learn from this course:
<ul style="list-style-type: none">• Explore health & safety• Awareness of conflict management issues in the workplace• Awareness of the relationship between conflict management and the law• Identify the need for reporting incidents• Identify the action to take following an incident
Previous experience or qualifications you need:
<ul style="list-style-type: none">• A good level of literacy

Ways in which you will learn:
<ul style="list-style-type: none">• Independent research• To complete written assessments• One to one telephone tutorials

please turn over...

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Please bring along the following to the course:
You will be required to post your assignments' on specific dates to keep to deadlines. Your tutor will brief you on these at your induction session.
Qualification(s) you can work towards during the course:
On completion of this course you are able to move onto the level 3 Conflict Management
What you can progress to:
level 3 Conflict Management (at present we do not run this qualification, but please place a request) There are a number of other options, both within Community Skills and offered by other training providers. Please ask for details. Please also take the opportunity on your evaluation form to request further sessions on this topic or a different topic from Community Skills, Adult Learning Service. Professional Information Advice & Guidance (IAG) available on request on 01642 490409.
How to book a place on this course:
To book a place, you must complete a Community Skills Booking Form. To obtain a Booking Form and to submit it, contact: Community Skills, Adult Learning Service main office, Redcar Education Development Centre, Corporation Road, Redcar TS10 1HA Tel: 01642 490409 Fax: 01642 492388
How do you know if you have a place on the course?
Once you have returned your completed booking form, your contact details will be passed to your prospective tutor, who will contact you to arrange your induction. Places are confirmed via your tutor following the initial assessment results.
Cancellations
If you have sent in a booking form and then wish to cancel your place, you must let Community Skills know via the main office 01642 490409 48 hours before the course.

This information will be sent to people who request further information on a course.

Please note that with the agreement of the participants and the tutor, the outline of the course may differ.

If a tutor is sick or a session cannot run, you will be contacted via the telephone number on your Booking Form.