

BIIAB Award in Conflict Management (ACM)

What is the BIIAB ACM?

The BIIAB ACM helps staff, whose work involves the provision of services to the public, to avoid and manage conflict within their work environment.

This award has been designed in conjunction with conflict management specialists in the licensed retail sector. Incidents of workplace violence can range from the relatively minor problems of people causing nuisance in a premises, for example through unacceptable levels of swearing, to serious incidents involving physical abuse and damage to property.

Who is the BIIAB ACM for?

The BIIAB ACM is designed for:

- licensed retailers
- assistant managers
- relief managers
- supervisory/key staff

operating in all types of licensed retail outlets including:

- pubs
- bars
- nightclubs
- entertainment venues
- hotels
- restaurants
- off-licences
- supermarkets

What does the qualification cover?

The BIIAB ACM is designed to enable candidates to understand:

- the responsibilities of both employers and employees in relation to workplace violence under the Health & Safety at Work Act 1974
- what is meant by the terms 'risk' and 'hazard', and the causes of workplace violence
- how to identify and reduce hazards through risk assessment to reduce the likelihood of conflict arising
- why and how conflict situations can arise, and how to avoid them
- how to deal with conflict when it has arisen
- the law in relation to self-defence
- victim support, and the importance of reporting and recording incidents of workplace violence

How long is the training course, where can I take it and how much will it cost?

The BIIAB ACM has been designed to be deliverable in one day and includes a short multiple-choice examination. A comprehensive handbook, presented in an easy-to-follow format, supports the qualification and covers all the information needed for this exam. In order to pass, candidates must answer correctly 23 out of the 30 examination questions.

All BIIAB qualifications and awards are delivered in BIIAB approved centres by nominated tutors. BIIAB currently approves 600 centres, across 6000 locations in the UK, to deliver training and BIIAB examinations. Timings and costs of qualifications that they offer can be obtained from any BIIAB approved centre.

Why should you choose the BIIAB ACM?

- BIIAB is the wholly-owned awarding body of BII, the professional body for the licensed retail sector, which has the fastest growing professional membership of over 17,000.
- With over 26 years of experience, BIIAB is the market leader in developing and awarding qualifications for the licensed retail sector.
- BIIAB processed over 1 millions qualifications.
- BIIAB currently approves 600 centres, across 6000 locations in the UK, to deliver training and BIIAB examinations.
- All BIIAB qualifications provide solutions to specific market requirements, deliver real business benefits, and support careers in licensed retail for every type of premises.
- BII and BIIAB offer support and qualifications at every stage of your career.

"BIIAB's greatest strength is that, unlike our competitors, it is not simply an Awarding Body. BIIAB is part of BII, the thriving professional membership body for the Licensed Retail Sector. We are uniquely placed to provide a one-stop-shop for the industry - from a full portfolio of qualifications to support professionals through every stage of their career, to the additional support, status and benefits that BII membership offers.

We're passionate about what we do and can guarantee that you'll get the best service possible. Why go anywhere else?"
Cathie Smith, Director of BIIAB

What other qualifications and awards are available from BIIAB?

BIIAB is the dedicated awarding body for the licensed retail sector. BIIAB specialises in developing and awarding qualifications to support the licensed retail sector at all levels. BIIAB's career path for licensed retailers ensures that training and qualifications are relevant for all job roles in the industry, from bar and retail staff through to advanced business managers.

The BIIAB Scotland portfolio includes qualifications for:

- staff development
- licensing
- new licensed retail managers
- management development

For more information about any of the BIIAB qualifications, or BIIAB approved centres which offer them, please contact the QA department on 01276 684449, visit www.biiab.org or email qa@bii.org

For more information about BII membership, please contact Membership Services on 01276 684449, visit www.bii.org or email membership@bii.org