

INSTITUTE OF CONFLICT MANAGEMENT AWARDS

The ICM has been setting standards in the prevention and management of challenging and violent behaviours since 1998. The introduction of the **ICM-Quality Award Centre** (ICM-QAC) in 2004 identified those individuals and organisations within the ICM membership whose role was the provision of quality training in this area.

Having provided the catalyst to the development of National Occupational Standards-Prevention & Management of Work-Related Violence, and the development of short awards based on these standards, the ICM turned its focus on to the management of physically challenging and violent behaviours.

The ICM now has a complete suite of awards available for delivery via its ICM-QAC members which covers every aspect of preventing and managing challenging and violent behaviours at work. All ICM members involved in delivering training for the prevention and management of work related violence are encouraged to apply to access and deliver these awards.

Firstly you must apply for the status of ICM-QAC which will require you to meet the quality improvement process and other criteria set by the ICM. The successful applicant or organisation can then use this status in its advertising and promotional products. The ICM-QAC can deliver its own training products in accordance with the ICM Code of Practices without the need to engage further with the ICM.

The ICM Awards Include:

- **L322 ICM-DCPMT: Delivering Conflict Prevention & Management Training.** The ICM Trainers Award for delivering training to others in the prevention and management of conflict and other challenging behaviours. This Level 3 award consists of 60 guided learning hours (GLH) and is recognised by Edexcel as equivalent to similar awards on the QCF.
- **L323 ICM-DPST: Delivering Physical Skills Training.** The ICM Level 3 Award (60GLH) for those engaged in the provision of training to others in the physical management of challenging and violent behaviours. This award has received the same equivalence by Edexcel.
- **L324 ICM-PSTA: Physical Skills Tutor Award.** The ICM-PSTA has been developed to ensure that those delivering train the trainer courses in physical skills

are of the highest possible levels of ability and expertise. To achieve this coveted Award the applicant must not only provide additional evidence of their experience and background, but must also attend an ICM-Physical Skills Tutors Panel to be assessed against additional professional criteria by their peers.

- **L220 ICM Foundation Award:** A two-day award (20GLH) developed around the NOS Prevention & Management of Work Related Violence.

- **L221 Assessing and Controlling the Risk of Challenging and Violent Behaviour:** A one-day award (10GLH) is designed for front-line staff and manager exposed to work related violence and with a risk assessment role.

- **L222 Preventing and Managing Challenging and Violent Behaviour:** A one-day award (10GLH) aimed at front-line staff and managers who may be required to interact with customers and service users who may be verbally challenging or threatening.

- **L223 Physical Skills Level 1:** A One-day aimed at staff and managers that may need to employ physical skills to manage physically threatening behaviour (no holding or restraint).

- **L224 Physical Skills Level 2:** A one-day award aimed at staff and managers that may need to guide, hold or restrain a person for their own or others safety.

- **L225 Physical Intervention for the Private Security Industry:** A one-day award aimed at staff who are required to intervene in work related incidents of physical aggression or violence where safety is compromised and all other non-physical intervention has, or would have failed.

All delivery of ICM Awards must be via a Qualified Trainer/Teacher at Level 3 registered as a Qualified Practitioner with the Institute for Learning (IFL).

All assessments included in ICM Awards must be completed by a Qualified Assessor (A1). The person delivering the training programme for an ICM Award must be able to demonstrate sector competence.

All physical skills contained in a physical skills training syllabus MUST be registered in the ICM-Physical Skills Register and