



# QQI - Course Profile Sheet



<b>COURSE TITLE: Conflict Management</b>		<b>COURSE CODE: 6N2775</b>
<b>NQF Level: 6</b>	<b>Credit Value: 15</b>	<b>Category of Award: Minor</b>
<b>Course Duration:</b>	<b>5 days</b>	
<b>Entry Criteria:</b>	To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 5 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
<b>Course Outcomes: By the end of this training course you will:</b> <ol style="list-style-type: none"> <li>1. Recognise the role, function and forms of expression associated with conflict.</li> <li>2. Explore a variety of theoretical frameworks.</li> <li>3. Develop a detailed strategy for managing problems to include solving, negotiation and mediation.</li> <li>4. Apply a variety of conflict management styles.</li> <li>5. Develop increased confidence when dealing with conflict situations.</li> <li>6. Demonstrate awareness of the link between the personal style of managing conflict and managing conflict in their organisation.</li> <li>7. Distinguish between conflict management and conflict resolution.</li> <li>8. Critically analyse the strengths and weaknesses associated with their personal (typical) conflict management response.</li> </ol>		
<b>Assessment Format:</b>	Assignment 30% Project 50% Learner Record 20%	
<b>Progression Options:</b>	Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement.	
<b>Policy on Reasonable Accommodation:</b>	If you as a learner are aware of any challenge that may prevent you from succeeding on this programme of learning please be aware that you may apply for 'reasonable accommodation' as part of our policy on Fair and Consistent assessment of learners Section 6:4. In most cases we are in a position to offer a reasonable accommodation remedy at no extra cost to the learner. In some instances, a fee may be applied. Applications for reasonable accommodations are examined on a case by case basis as no two learning challenges are the same. In instances where a fee would need to be applied the learner would be notified in advance.	
<b>English Language Proficiency:</b>	This course is delivered and assessed in English and is suited to learners with a language proficiency ranging from CEFR B2 – C2. If you are unsure about your level of language proficiency, we will provide a simple English language assessment for your convenience.	
<b>Additional Charges:</b>	We make every effort to ensure that all services associated with your course fall within the course fees as advertised. Other services that learners may need to avail of but fall outside of the course fees are: <ul style="list-style-type: none"> <li>• Late Submission/Extension fees - €60</li> <li>• Resubmission of assessment for remarking €40 (1<sup>st</sup> Assignment) &amp; €20 (all subsequent assignments).</li> <li>• Tutorials 75€ per hour.</li> <li>• Please see learner handbook page 40 for more information and exemptions.</li> </ul>	

For Further information on this course contact our office on 051 385720 or email [Jim@newlinkstraining.com](mailto:Jim@newlinkstraining.com)