

## **BIIAB AWARD IN CONFLICT MANAGEMENT**

### **Specimen Questions**

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The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the AWARD IN CONFLICT MANAGEMENT examination.

Candidates are assessed by a 30 question, 30 minute, multiple choice examination. Candidates have to answer 23 out of 30 questions to pass.

The answers to each of these questions are shown on the last page.

# AWARD IN CONFLICT MANAGEMENT

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## Specimen Questions

- 1 Under Health and Safety legislation, employees **must** take reasonable care for the safety of:
  - A The colleagues only
  - B The security of the premises
  - C Themselves and others
  - D Themselves only
  
- 2 What **must** an employer do to identify potential hazards?
  - A Ask the local authority for advice
  - B Conduct a risk assessment
  - C List all of the stock held at the premises
  - D Undertake a safety analysis
  
- 3 One of the **main** violence related risks faced by staff in the workplace is:
  - A Dealing with large groups of people in a noisy and confined environment
  - B Facing prosecution for selling alcohol to a drunk person
  - C Heavy manual lifting tasks when working in the cellars
  - D Performing pre-entry safety checks every time the premises opens
  
- 4 In order to reduce the risk of aggression, it is important to:
  - A Ignore the emotional state of customers
  - B Manage customer expectations
  - C Supply leaflets on anger management courses
  - D Treat all customers as potential criminals
  
- 5 When initially assessing a threat it is important to:
  - A Act first and think about the consequences later
  - B Ask other customers their opinion on what to do
  - C Call the police prior to taking any action
  - D Step back in order to assess the threat before taking action

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- 6 A common 'trigger' for aggressive behaviour is when a person is made to feel:
- A Appreciated
  - B Comfortable
  - C Happy
  - D Insulted
- 7 Which one of the following would be classed as a 'block to communication'?
- A Different clothes
  - B Different cultures
  - C Different eye colour
  - D Different hair colour
- 8 Which one of the following is a strategy for diffusing a conflict situation?
- A Establishing psychological advantage
  - B Learning martial arts
  - C Maintaining self-control
  - D Only employing men
- 9 When dealing with unacceptable behaviour, it is important to be:
- A Non-confrontational
  - B Skilled in self-defence
  - C Threatening
  - D Violent
- 10 When refusing to serve a customer, it is good practice to take them aside because it:
- A Acts as a deterrent to other customers
  - B Avoids embarrassment or loss of face for the customer
  - C Ensures that the customer will not complain to his friends
  - D Makes it easier to evict the customer
- 11 When evicting someone from licensed premises, it is important to:
- A Ensure that appropriate training has been received before using physical force
  - B Get as many colleagues to help as possible
  - C Throw the customer out without warning
  - D Use as much force as possible

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12 Which one of the following is a source of specialist support for someone who has suffered as a result of workplace violence?

- A Child Line
- B Crime Stoppers
- C Samaritans
- D Victim Support

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### Answers

| Q  | Answer | Assessment Criteria   |
|----|--------|---|
| 1  | C      | 1.5 The responsibilities of employers and employees to exercise a duty of care under the Health and Safety Act 1974     |
| 2  | B      | 1.6 The responsibilities of employers and employees in relation to risk assessment under the Health and Safety Act 1974 |
| 3  | A      | 2.2 The main risks to staff from workplace violence   |
| 4  | B      | 3.4 The importance of managing customer expectations  |
| 5  | D      | 3.6 How to assess the level of threat presented by persons, incidents or situations                                     |
| 6  | D      | 4.2 The triggers for aggressive behaviour   |
| 7  | B      | 5.3 Factors that will block communication   |
| 8  | C      | 6.1 Interventions that will defuse a conflict situation   |
| 9  | A      | 6.4 The key elements of an assertive intervention   |
| 10 | B      | 6.5 Appropriate measures that could be adopted when refusing to serve customers for whatever reason                     |
| 11 | A      | 7.4 The factors to be considered before ejecting someone from licensed premises   |
| 12 | D      | 8.2 The support that should be available to victims of workplace violence   |

Please note that the assessment criteria numbering does **not** refer to the Award in Conflict Management handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.