

Qualification factsheet

Qualification overview

Qualification title	NCFE Level 2 Certificate in Understanding Workplace Violence and Harassment		
Qualification number (QN)	603/3928/7		
Total qualification time (TQT):	140	Guided learning hours (GL)	110
Entry requirements:	Learners should be aged 16 or above		

About this qualification

This qualification is designed for learners who want to increase their knowledge and understanding of Workplace Violence and Harassment across any sector.

Qualification structure

To be awarded this qualification, learners are required to successfully complete 4 mandatory units only.

Mandatory units

Unit 01 Contributing to a Positive and Safe Working Environment
Unit 02 Violence in the Workplace
Unit 03 Understanding Aggression, Bullying and Harassment in the Workplace
Unit 04 Understand Equality, Diversity and Inclusion in the Workplace

Assessment

This is a knowledge-based qualification which is internally assessed and externally quality assured.

Progression opportunities

The objectives of this qualification are to:

- provide learners with an understanding of how organisational policies and procedures can contribute to a safe working environment
- provide learners with an understanding of why workplace violence may occur, the possible causes and how the risk of workplace violence can be reduced
- provide learners with an understanding of equality, diversity and inclusion in the workplace.

Learners who achieve this qualification could progress to:

- NCFE Level 3 Certificate in the Principles of Customer Service (601/7073/6)
- NCFE Level 3 Diploma in Customer Service (601/3974/2)
- NCFE Level 3 Diploma in Skills for Business: Customer Service (603/2491/0).

It may also be useful to learners studying qualifications in the following sectors:

- Retail
- Health, Public Services and Care
- Business, Administration and Law



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*

Fax: 0191 239 8001

Email: customersupport@ncfe.org.uk

Websites: www.ncfe.org.uk

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