

# Qualification Specification



**Version 1.0 – June 2024**

**(For use in England, Scotland and Wales or Abroad)**

**SafeCert Level 2 Award in Prevention and Management of  
Violence and Aggression Principles  
Qualification Number – SC24 23**

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## Document Control

**Document Title:** Qual Spec – SafeCert Level 2 Award in Prevention and Management of Violence and Aggression Principles Health

**Document Number:** QS-PMVA-P

**Author:** Paul Horsburgh

**Change Authority:** Tulsa McLain

## Change History

Version	Date	Reason for change	Change by
1.0	09/02/2022	Final release for SafeCert	Paul Horsburgh

## Change Mechanism

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## Registered address:

**SafeCert Awards Ltd**

**38 Main Street, Gortin BT79 8PH**

**Tel: 0845 500 2 100**

**[www.safecertawards.com](http://www.safecertawards.com)**

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## Introduction

This qualification specification is designed to outline information relating to the delivery and achievement of this qualification. If you have any further questions, please contact our staff at SafeCert Awards Ltd (SafeCert). See contact details on page 2 of this document.

## Qualification Title: SafeCert Level 2 Award in Prevention and Management of Violence and Aggression Principles

This qualification consists of one mandatory unit as follows:

- Unit 1: Principles of Prevention and Management of Violence and Aggression.

## Qualification Details

The SafeCert Level 2 Award in Prevention and Management of Violence and Aggression Principles is accredited by SafeCert Awards. The guided learning hours are 6 hours. The total qualification time (TQT) is 10 hours, which includes guided learning hours and the assessment, which is classroom-based.

Candidates who successfully complete Unit 1: Principles of Prevention and Management of Violence and Aggression are eligible for the SafeCert Level 2 Award in Prevention and Management of Violence and Aggression Principles. Candidates can also use this award to progress to the SafeCert Level 3 Award in Prevention and Management of Violence and Aggression Principles and Practice, by completing one additional unit.

## Qualification Objective

This unit is an introduction to the principles of prevention and management of violence and aggression and is suitable especially for healthcare workers. It is also suitable for others involved in working alone or workers in other stressful environments working in close contact with the public where they may be a risk to the safety of employees.

## Principles of Prevention and Management of Violence and Aggression – Unit Summary of Learning Outcomes

This unit has four learning outcomes:

1. Understand the need for the prevention and management of violence and aggression
2. Identify the requirements of the laws that govern the prevention and management of violence and aggression in the workplace
3. Know how to conduct a risk assessment
4. Understand the assault cycle and the effective use of communication

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## Mode of Delivery and Assessment

Assessment is on-going and is trainer/assessor led. At the end of the course, there is a multiple-choice question paper.

There are detailed requirements for the delivery and assessment of these qualifications, guidance on which is specified in this document. Therefore, delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen.

## External Documents Relating to the Qualification

There is a range of additional documents available, pertaining to this qualification. These are as follows:

- Tutor/Assessor & IQA Support Guidance for this award. This is the assessment guidance together with the actual assessments. (This is only given to approved SafeCert centres for this award).
- Support Documents. There are a wide range of supporting documents and leaflets from a wide range of various agencies as highlighted at the end of this document along with website details. It would be highly recommended to make contact with these to receive examples of support leaflets that are available for courses.
- Centre Handbook. (This is only for approved SafeCert centres).
- There are other documents and policies such as details of the appeals procedure and reasonable adjustments. These can be found on the ‘About Us’ page on the SafeCert website.

Centre’s must be approved by SafeCert Awards, before they can provide any of the SafeCert Award qualifications. Qualification’s approval can be included during the initial centre approval process. If a centre wishes to seek approval for further awards after the initial approval, they should complete and submit the additional awards approval form.

More Information about your qualification can be found on our website: [www.safecertawards.com](http://www.safecertawards.com)

## Unit: Principles of Prevention and Management of Violence and Aggression

This unit is an introduction to the principles of prevention and management of violence and aggression and is suitable especially for healthcare workers. It is also suitable for others involved in working alone or workers in other stressful environments working in close contact with the public where they may be a risk to the safety of employees.

Learning Outcome	Assessment Criteria
<b>1. Understand the need for the prevention and management of violence and aggression</b>	1.1 Identify the meaning of anger, aggression and violence 1.2 Identify who may be a risk from violence and aggression in the workplace 1.3 Understand the need to manage violence and aggression in the workplace
<b>2. Identify the requirements of the laws that govern the prevention and management of violence and aggression in the workplace</b>	2.1 Identify legislation that governs the prevention and management of violence and aggression in the workplace 2.2 Know the duties of employers and employees under the current health and safety legislation 2.3 Be able to identify the rights under the current human rights legislation 2.4 Be able to identify the requirements under the current mental health legislation 2.5 List the 4 elements of negligence 2.6 List the possible justification of actions against assault
<b>3. Know how to conduct a risk assessment</b>	3.1 Identify the meaning of the terms risk assessment, risk controls and control measures 3.2 Understand the different types and uses of risk assessment 3.3 Be able to identify solutions to reduce risks 3.4 Be able to identify control measures to ensure the safety of lone workers
<b>4. Understand the assault cycle and the effective use of communication</b>	4.1 Identify the different parts of the assault cycle 4.2 Know the barriers to communication 4.3 Identify verbal and non-verbal communication skills 4.4 Understand how to de-escalate interventions at each stage of the assault cycle

## Additional Information about the award

<b>Qualification Number</b>	<b>SC24 23</b>		
<b>GLH – (Guided Learning Hours)</b>	6 Hours		
<b>TQT – (Total Qualification Time)</b>	10 Hours		
<b>Support for the unit from SSC or another appropriate body</b>		<b>Assessment requirements and guidance</b>	This unit should be assessed in accordance with the tutor/ assessor /QA guidance document related to this award.

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## Guidance Notes on Delivery

The qualification has a minimum contact time of 6 hours, which can be completed over 1 day.

There are detailed requirements for the delivery and assessment of these qualifications specified in this document. Therefore, delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen.

Any training materials used for assessment purposes must either be endorsed by SafeCert beforehand or approved by the SafeCert external quality adviser prior to their usage in line with this document. Where SafeCert– endorsed materials are available by training providers they will be listed on our website [www.safecertawards.com](http://www.safecertawards.com)

Use of blended learning

This qualification may be delivered by blended learning where the following principles are adhered to:

- The time taken to complete the award should not be reduced. There may be a benefit to flexibility but blended learning should not reduce the overall time required to take the course.

## Prerequisites

**Age** - Candidates must be 16 years or above.

These qualifications are available to anyone capable of reaching the required standards.

There are no formal requirements for entry to these qualifications.

## Qualification Structure

This qualification consists of one mandatory unit, the details of which are included on page 5 of this document.

This qualification is typically delivered in a one day session in a classroom setting or other combinations, but each teaching session must be a minimum of 2 hours completed within a 4 weeks. The validity of each certificate will expire after 3 years after which it needs to be renewed.

## Opportunities for Progression

Successful candidates can progress to the following award:

- SafeCert Level 3 Award in Prevention and Management of Violence and Aggression Principles and Practice.

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## Pre-Qualification Procedures

The qualification is designed to be delivered free from any barriers that restrict access or progression thereby promoting equal opportunities.

## ID Checking

All candidates must be instructed to bring photographic identification to the assessment to be checked by the assessor. This instruction should be given ahead of the course/assessment when the candidate registers and/or with any pre-course materials.

It is the responsibility of the centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All centres are therefore required to ensure that each candidate's photographic identification is checked before they are allowed to undertake the examination/assessment and write the type of photo identification provided by each candidate on the candidate list under "identification provided"

## Initial Assessment

All centres need to carry out an initial assessment that identifies what competence and knowledge a candidate has already so that this can be taken into account. This should be noted so that centres can identify any associated special requirements and record this in appropriate plans.



## SECTION 2 – ASSESSMENT OVERVIEW

### Delivery /Assessment Ratios

To effectively deliver and assess this qualification, it is recommended that centres do not exceed the ratio of one qualified tutor/assessor to 30 candidates, as it's a theory-based award. It is essential that all candidates get an adequate amount of contact time each and this would prove difficult, if the number of candidates exceeded 30.

### Guidance on Assessment

SafeCert has worked with subject specialists to develop a robust and streamlined assessment process, which includes the following:

1. Multiple Choice Assessment – Candidates are assessed with a multiple-choice assessment.

Full details and assessment materials are recorded in the tutor/assessor/IQA guidance support information.

### Guidance on Internal Quality Assurance

SafeCert centres are required to have a robust internal quality assurance system. The internal quality assurance must be completed by a suitably qualified person who has not been involved in the delivery or assessment of the award.

The internal quality assurer's role is to monitor the assessment and delivery of the award. This can be completed in several ways, such as observing a course delivery/assessment, sampling assessments, candidate interviews in person or by telephone etc.

All assessment materials must be kept at the centre for a minimum of 3 years and made available for any quality assurance checks.

### Guidance on External Quality Assurance

SafeCert approved centres are required to be externally quality assured to support centres in the implementation and management of the award and ensure the validity and value of the qualification.

SafeCert Awards employs a risk-based model to decide the frequency of EQA visits and each approved centre will receive at least one EQA visit within a 3-year cycle. In addition to the EQA visits SafeCert Awards will also conduct the following:

- **Sample Desktop EQA Spot Checks on Assessment** – This is where we will ask a sample of centres each year to send in their assessment paperwork so we can conduct an EQA desktop approval on assessment.
- **Sample EQA Centre Visits on Observation of Assessment** – This is where we will conduct a sample of visits to monitor assessments during the assessment process at the centre.

SafeCert centres, must provide access to all records for any EQA visits. Full details can be found in the centre handbook.

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## Reassessment Procedures

Candidates who are unsuccessful in any aspect of the assessment process will be offered one further opportunity to be reassessed in the appropriate component of the assessment, ideally within the timeframe allocated. Candidates should be aware that there will be an additional charge for conducting reassessments.

Plans for assessment and assignment tasks must be approved by SafeCert before the first assessment is undertaken by the candidates. This approval process will be carried out by the EQA either electronically (or using other forms of correspondence), or at an initial quality assurance visit. Materials for approval can be sent directly to SafeCert's office manager who will ensure it is passed to the appropriate person.

## Grading

Assessment is pass/fail.

## Unit Certification

Candidates who complete this award will gain the SafeCert Level 2 Award in Prevention and Management of Violence and Aggression Principles.

## Centre Examination Procedures

SafeCert requires centres to monitor assessments in place:

- The assessor must keep all assessment papers in secure locked area until the start of the assessment
- The assessor will ensure no candidates have any written notes or other reference material during the assessment
- The assessor will ensure the assessment room is in a quiet area and the room has an exam notice – 'Please keep quiet during the assessment'
- The assessor will make sure there is no talking during the assessment
- The assessor will ensure there is a suitable distance between candidates to prevent copying of answers
- All candidates will need to sit at their desk and remain quiet until the full assessment period is complete
- All candidates must stop writing as soon as the assessor has indicated the assessment time is now completed
- All question papers and answer sheets, should then be marked by the assessor. These are then sent to IQA for internal quality assurance of results and then held in a secure locked area, for at least the duration of the validity of the award. SafeCert will then request full assessment materials to be sent in, if you are a new centre or for periodic EQA desktop spot-checks on assessment. If you have direct claims, then only the registration and results are required to be sent in, unless otherwise requested. During external quality assurance visits, the EQA will need access to all assessment and IQA documents. SafeCert Awards will also conduct EQA observation of assessment visits to a sample of centres each year.

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### Facilities/Resources/Safety Considerations

Any training or assessment site must meet the requirements of health and safety and accepted safe practice in the delivery of SafeCert awards qualifications.

Training and assessment must be able to provide a suitable teaching area/environment conducive to candidates' learning i.e. well lit, well ventilated and of adequate size as per the above requirements.

### Reasonable Adjustments

Awarding organisations and centres are required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety must also be taken into consideration.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

#### **Reasonable adjustments must not affect the integrity of what needs to be assessed, but may include:**

- Changing standard assessment arrangements, for example allowing a candidate extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in large print.
- Providing access for facilitators during the assessment, such as a sign language interpreter or a reader.
- Re-organising the assessment room, such as removing visual stimuli for an autistic candidate.

*Reasonable adjustments are approved and agreed upon before the assessment activity takes place.* They constitute an arrangement to give the candidate access to the assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

All awarding organisations and centres have a responsibility to ensure that the process of assessment is robust and fair while allowing the candidate to show what they know and can do without compromising the assessment criteria.

#### **Adjustments to assessments:**

- Should not invalidate the assessment requirements of the qualification.
- Should not give the candidates an unfair advantage.
- Should reflect the candidate's normal way of working.
- Should be based on the individual need of the candidate.

SafeCert has a reasonable adjustments policy which can be found on our website <http://www.safecertawards.com/pdf/ReasonableAdjustmentsPolicy.pdf> or you can obtain a copy by e-mailing SafeCert at [info@safecertawards.com](mailto:info@safecertawards.com).

## SECTION 3

### Centre Staffing

Ensure that there are a sufficient number of people either trained or qualified to assess the number of candidates they anticipate to register. Ensure that there are a sufficient number of people either trained or qualified to internally quality assure for the number of candidates and assessors.

Put quality assurance systems in place to ensure that all assessments are valid, reliable, authentic and sufficient while providing sufficient training and updating for the IQAs identified as being responsible for quality assurance.

Ensure that there is a system of standardisation in place to ensure that all assessments are consistent and fair and those undertaking the roles of quality assurance and assessment maintain their skills, knowledge and understanding regarding assessment and quality assurance and the associated qualifications.

The occupational expertise of those undertaking the roles of assessment and internal verification is one of the key factors underpinning valid, fair and reliable assessment. The integrity of assessments and verifications are of paramount importance. Centres must ensure that there is sufficient time to conduct an effective assessment and internal verification.

### Criteria for Trainers/Assessors

SafeCert requires that nominated trainers/assessors have teaching experience and hold a qualification in the relevant subject area.

*suitable subject area qualifications may include:*

- Prevention and Management of Violence and Aggression Principles and Practice.
- Physical Intervention Awards.
- Other equivalent awards please contact SafeCert for each award enquiry.

### Teaching

Suitable teaching or assessing qualification may include.

- PTTLS Teaching Award.
- Level 3 Award in Education and Training.
- Planning and Delivering Learning Sessions to Groups Level 6.
- Qualified Teacher Status.
- Equivalent award (ask for confirmation).

### Assessing

- TAQA Assessor Awards (or D32/D33/A1, A2).
- SQA Assess Work based Competence using Direct Methods.
- SQA Assess Work based Competence using Direct and Indirect Methods.
- PMVA Assessing CPD Certificate from Awarding Body.
- Planning and Delivering Learning Sessions to Groups Level 6.
- Qualified Teacher Status.

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- Equivalent award (ask for confirmation).

As well as the subject knowledge and competence, the trainer/assessor should also have one or more, as required, of the approved teaching/assessing awards as listed on the next page.

**\*\* Assessors who do not hold a formal assessing qualification may alternatively attend PMVA CPD Training with a recognised awarding organisation.**

### Criteria for Internal Quality Assurers

SafeCert requires the nominated IQA for an approved centre must hold a qualification in the relevant subject area.

*Suitable subject area qualifications may include:*

- Prevention and Management of Violence and Aggression Principles and Practice.
- Physical Intervention Awards.
- Other equivalent awards please contact SafeCert for each award enquiry.

As well as the subject knowledge and competence the IQA must also have one of the approved IQA qualifications as listed below.

Qualification	IQA*
V1 or D34	✓
Level 4 Award in the internal Quality Assurance of Assessment Processes and Practice	✓
Level 4 Certificate in Leading the internal Quality Assurance of Assessment Processes and Practice	✓
Regulated Qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment	✓
SQA Accredited Learning and Development Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment	✓
SQA Internally Verify the Assessment Process	✓

**\*. IQAs who do not hold a formal IQA qualification may alternatively attend internal quality assurance CPD training with a recognised awarding organisation.**

## Internal Quality Assurance

Internal quality assurance is key to ensuring that the assessment of evidence for units is of consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

## Delivery

The qualification must be delivered using a programme of training that is approved by SafeCert Awards having been checked that the learning outcomes have been met. A qualification can be approved by submitting the initial centre approval form at the centre approval stage or after with an additional awards application form. These can be downloaded from [www.safecertawards.com](http://www.safecertawards.com), or you can contact SafeCert Awards for more information.

The programme may be applied flexibly, in accordance with candidates' needs and local circumstances; facilitators/assessors are encouraged to repeat sessions that candidates have not fully grasped or introduce additional sessions to ensure understanding and competence.

## Centre Equipment Requirements

SafeCert requires centres involved in the delivery of this qualification to have the following resources in place:

- Adequate size of training rooms to accommodate the maximum number of candidates.
- Training rooms must be safe and have adequate ventilation, lighting and temperature that are suitable for current health and safety requirements.

## Useful Websites

Company	Website
Health and Safety Executive (HSE)	<a href="http://www.hse.gov.uk/violence/">www.hse.gov.uk/violence/</a>
Health and Safety Executive (HSENI)	<a href="http://www.hseni.gov.uk/articles/lone-working">www.hseni.gov.uk/articles/lone-working</a>
NICE	<a href="http://www.nice.org.uk/guidance">www.nice.org.uk/guidance</a>
Royal College of Nursing	<a href="http://www.rcn.org.uk/professional-development/publications/pub-007301">www.rcn.org.uk/professional-development/publications/pub-007301</a>
Health NI	<a href="http://www.health-ni.gov.uk/news/over-6000-nurses-attacked-work-2018">www.health-ni.gov.uk/news/over-6000-nurses-attacked-work-2018</a>
NHS England	<a href="http://www.england.nhs.uk/publication/violence-prevention-and-reduction-standard/">www.england.nhs.uk/publication/violence-prevention-and-reduction-standard/</a>
SafeCert Awards	<a href="http://www.safecertawards.com">www.safecertawards.com</a>