

in the know.

Qualification Key Information

NCFE Level 2 Certificate in Understanding Workplace Violence and Harassment (603/3928/7)

Qualification overview

Things you need to know about this qualification

| | |
|----------------------------------|--|
| Qualification number (QN) | 603/3928/7 |
| Qualification Title | NCFE Level 2 Certificate in Understanding Workplace Violence and Harassment |
| Total Qualification Time (TQT) | 140 |
| Guided Learning Hours (GLH) | 110 |
| Entry Guidance | Learners should be aged 16 or above |
| Funding | This qualification may be eligible for funding. For further guidance on funding, please contact your local funding provider. |

Qualification purpose

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

Qualification structure and how to achieve

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

Mandatory units

| Unit No | Unit title |
|---------|--|
| 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 |

How the qualification is assessed

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

Benefits and 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 Business Park,
Benton Lane,
Newcastle upon Tyne,
NE12 8BT
Tel: 0191 239 8000*
Email: service@ncfe.org.uk