Unit 3:

Pearson BTEC Level 2

Application of Conflict Management in the Private Security Industry

Reduced Sample Assessment Material (SAM) 2021

1 Which of these is a situation that is most likely to lead to conflict?

A Personal values

B Poor communication

C Potential gain

D Problem solving

(Total for Question 1 = 1 mark)

2 Why is it important to use positive communication to avoid conflict?

A To set acceptable standards of customer behaviour

B To ensure staff are aware of their responsibilities

C To maintain a safe environment

D To promote safety policies

(Total for Question 2 = 1 mark)

3 An organisation introduces a violence at work policy. Why is this important?

A Sets expectations for customer behaviour

B Helps staff to understand how to deal with customer complaints

C Ensures all communication is appropriate

D Reduces the risk of retaliation

(Total for Question 3 = 1 mark)

4 Which of these is a stage in the escalation of a conflict situation?

A Fear

B Frustration

C Freeze

D Flight

(Total for Question 4 = 1 mark)

5 Why is it important to show a positive attitude when responding to a conflict situation?

   A To maintain personal space

   B To identify possible solutions

   C To reduce anxiety in others

   D To encourage cooperative behaviour

(Total for Question 5 = 1 mark)

6 When dealing with a conflict situation, which of these is a reason for conducting a dynamic risk assessment?

   A To ensure customer concerns are addressed

   B To analyse how the threat was triggered

   C To respond appropriately to the perceived threat

   D To reduce the likelihood of feeling intimidated

(Total for Question 6 = 1 mark)

7 Which of these is a factor that is likely to inhibit an angry response from a person?

   A Feeling of loneliness

   B The fear of retaliation **C**

   The influence of alcohol

   D Peer group pressure

(Total for Question 7 = 1 mark)

8 A person is rudely refused entry to a premises and becomes very angry. Which of these factors is the most likely trigger for the angry response?

   A Feeling threatened

   B Being patronised

   C Being ignored

   D Feeling insulted

(Total for Question 8 = 1 mark)

9 A customer is upset due to being denied access to a premises by a security operative.

Which of these is a positive response to this situation from the security operative?

A Avoidance

B Keeping calm

C Worrying

D Distancing themselves

(Total for Question 9 = 1 mark)

10 A security operative is in a conflict situation where they are being confronted by an aggressive member of the public. In this situation, why is it important to maintain personal space?

A To reduce the likelihood of a fight

B To demonstrate a threatening stance

C To be able to keep eye contact

D To be able to block escape routes

(Total for Question 10 = 1 mark)

11 A customer is angry because they feel that they have been misunderstood.

How should a security operative defuse this conflict situation?

A By using sarcasm

B By displaying aggression

C By avoiding eye contact

D By showing empathy

(Total for Question 11 = 1 mark)

12 Two customers are involved in a dispute about the use of facility.What strategy should a security operative use to deal with this situation?

A Seeking resolution

B Delegating responsibility

C Distraction

D Compensation

(Total for Question 12 = 1 mark)

13 Which of these is a win-win approach to resolving conflict?

A making your own decesions

B Identifying unacceptable options

C Leaving questions unanswered

D Working together to find a solution

Question Number	Answer	Knowledge Area	Total Mark
1	B	1.1	(1)
2	C	1.2	(1)
3	A	1.3	(1)
4	B	1.4	(1)
5	D	1.5	(1)
6	C	2.1	(1)
7	B	2.2	(1)
8	D	2.3	(1)
9	B	2.4	(1)
10	A	2.5	(1)
11	D	3.1	(1)
12	A	3.2	(1)
13	D	3.3	(1)

Total of reduced SAM = 13 marks

Total of live assessment = 20 marks