

Unit Title: Personal and Interpersonal Conflict	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HB1/1/LQ/053
Ofqual Unit Reference Number:	A/504/8826

*This unit has 5 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Know about the different conflicts that may occur frequently.	1.1. Identify different conflicts that happen frequently. 1.2. State the difference between personal and interpersonal conflict.
2. Know about the possible negative and positive outcomes of conflict.	2.1. State possible negative outcomes of conflict. 2.2. State possible positive outcomes of conflict.
3. Know about the causes of conflict.	3.1. Identify possible causes of interpersonal conflict. 3.2. Identify possible triggers that may cause conflict in a given situation.
4. Understand the emotions and physical responses experienced during a conflict.	4.1. Identify emotional reactions that may be experienced during a conflict. 4.2. Identify physical changes that may be experienced during a conflict.
5. Be able to recognise the types of behaviours that may affect a conflict.	5.1. Identify behaviours that may build tension during a conflict. 5.2. State why these behaviours may result in increasing conflict. 5.3. Identify the sorts of behaviours that are likely to decrease the levels of a conflict. 5.4. State why these behaviours may result in reducing conflict.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer		Performance/exhibition	
Written description	O	Production of artefact	