

**SCHEDULE 2**  
**Licence Conditions**

**Maybo Licensed Programme**

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**Licence conditions**

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**April 2008**

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## INTRODUCTION

### 1 PURPOSE

- 1.1 The purpose of these Licence Conditions is to specify the minimum standards and controls required in the delivery of Training Programmes in conflict management and form a fundamental part of the Licence Agreement, as set out in Clause 1 of the Agreement.
- 1.2 The conditions should be read and implemented in conjunction, and accordance, with:
  - 1.2.1 The Licence Agreement, related Tutor manual/s and other relevant resources.
  - 1.2.2 [The context of relevant legislation, case law and sector specific statutory and regulatory requirements]
- 1.3 These conditions primarily focus on an employer organisation Licensee delivering Training Programmes of conflict management training to its own staff, but are also appropriate for independent training organisations delivering such programmes to their clients. However, it is the obligation of all Licensees to establish the specific controls and quality assurance requirements with respect to their Delegates and to ensure relevant application and compliance with such requirements within their own organisation

### 2 ORGANISATIONAL CONTROLS

- 2.1 The Licensee is licensed to deliver one or more Maybo Training Programmes, through Tutors trained and certified by Maybo, to specific staff or sector groups. The Agreement specifies at Schedule 1 the individual permissions relevant to the Licensee.
- 2.2 Licences are granted to organisations to operate under different situations, generally:
  - 2.2.1 An employer organisation, using its own employed tutors to deliver entirely to its own staff
  - 2.2.2 An employer organisation seeking to deliver to its staff and others outside of its employment
  - 2.2.3 An independent training organisation, delivering licensed programmes to one or more clients
- 2.3 The Licensee must comply with the controls relevant to its situation. These will include the specific requirements in this document, and particularly the permission levels regarding delivery to staff groups and sectors specified in Schedule 1 of this Agreement.
- 2.4 The Licensee is responsible for delivering the Training Programme in accordance with this Agreement and relevant statutory provisions, for example but not limited to Health and Safety at Work. Where a breach of this Agreement is apparent or suspected, the Licensee must implement control measures to correct the breach and/or reduce the risk of breach. In such an event, the Licensee and/or relevant Tutor must notify the Licensor as soon as reasonably practicable and seek guidance as appropriate.

- 2.5 The Training Programme should be implemented as an integral element of a Licensee's coordinated response to the management of work related violence, and not relied upon as a 'stand-alone' measure.
- 2.6 The Licensee is responsible for ensuring that all its Delegates are physically and emotionally fit to take part in the relevant Training Programme, that Delegates have completed necessary training pre-requisites and that Delegates only participate in Training Programmes which are appropriate for their job role.
- 2.7 The Licensee must have in place, evidence and demonstrate sufficient quality assurance processes to satisfy the licensed tutor programme quality principles, shown at Appendix A.
- 2.8 Where assessments of Delegate competency are required, such as physical intervention training, the Licensee must support Tutors and Delegates in ensuring relevant development or other suitable measures are made available for those Delegates not meeting the assessment criteria.
- 2.9 A Licensee delivering training to others outside its own staff must also satisfy the relevant quality assurance principles shown at Appendix A.

## TUTOR DEVELOPMENT

### 3 ORGANISATIONAL RESPONSIBILITIES

- 3.1 The Licensee shall select Nominated Tutors to ensure that an effective licensed Training Programme can be provided to staff. Suitability criteria, which will reflect sector requirements, may include:
  - 3.1.1 Recognised Trainer qualifications
  - 3.1.2 Relevant Training experience
  - 3.1.3 Experience in managing workplace conflict
- 3.2 Nominated Tutors shall be provided with sufficient support, time and resources to enable them to fulfil their continuing development needs in the delivery of the Training Programme.
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## **4 TUTOR RESPONSIBILITIES**

- 4.1 Tutors should ensure that they have a full understanding of the Licensee's policy and coordinated approach to managing work-related violence, and that all delivery actively supports such measures.
- 4.2 Tutors should positively participate in the initial training process and ensure completion of any identified development areas.
- 4.3 Tutors should actively subscribe to, and evidence, continuing professional development through ConflictPro or other similar and appropriate format, to include:
  - 4.3.1 Regular reviews of their organisation's overall work-related violence measures.
  - 4.3.2 Regular reviews of legal, sector and organisational guidance.
  - 4.3.3 Ensuring that they have the most up to date materials and information for the Licensed Training Programme.
  - 4.3.4 Assessing and developing in accordance with line manager and Delegate feedback.
  - 4.3.5 Attend and positively participate in the Licensee's appropriate refresher development and Licensor's re-certification programme on an annual basis, and complete any additional development work as reasonably required by the Licensor and/or Licensee.

## **DELIVERY OF LICENSED LEARNING PROGRAMMES**

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- 5.1 The Maybo Licensed Training Programme/s is/are initially selected dependant on a basic training needs analysis (TNA) carried out by the Licensor in conjunction with the Licensee or, where relevant, sector body. The programme/s is/are specific to the training needs of identified job roles within the Licensee's organisation and training should only be offered to those job roles as specified in Schedule 1.
- 5.2 Where a Licensee is operating in an independent training capacity to an employer client it must ensure that a TNA is carried out for the client organisation.
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- 5.4 Licensed Training Programmes have a maximum Tutor to Delegate ratio of 1:12
- 5.5 Tutors must adhere to the Training Programme contents, approach and duration. Where amendment needs are identified these should be assessed jointly between the Licensor and Licensee and confirmed in writing by the Licensor prior to delivery.
- 5.6 Tutors shall ensure that any and all "tailoring", specifically through scenarios and problem solving, is entirely in line with the job role TNA.

### **6 POLICIES**

- 6.1 The Licensee and their Tutors must make themselves familiar with the following:
  - 6.1.1 Sector or role specific regulatory policies, guidelines and best practice;
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### **7 TRAINING PROGRAMME CONSIDERATIONS**

- 7.1 Prior to participation in a Training Programme, the Licensee shall ensure that potential Delegates are physically and emotionally fit for their normal duties and for undertaking training in conflict management. This is particularly important for programmes running physical intervention skills. Delegates should be involved in pre-course preparation and selection, including receipt of suitable advice. A template pre-course letter, for physical programmes, is shown at Appendix B and such notification should be issued to each Delegate no less than 24 hours prior to the start of a Training Programme.

- 7.2 The Licensee must have suitable pre-course and course delivery control measures to manage Delegates who:
- 7.2.1 Have a physical or emotional condition that may put them at increased risk through participating in all of, or part of, the programme;
  - 7.2.2 Are unable to demonstrate application of relevant skills and may as a consequence increase the risk to themselves or others.
- 7.3 In advance of the course the Licensee shall ensure that Tutors have the mandatory pre-course materials (normally in the form of a Trainer Pack), in accordance with the Licence auditing processes, containing:
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- 7.4 The programme should aim to give Delegates an opportunity to:
- 7.4.1 Learn and discuss the principles underlying a safe approach to conflict management
  - 7.4.2 Explore their own attitudes in dealing with safety and conflict issues
  - 7.4.3 Problem solve, bringing in own experiences into scenarios
  - 7.4.4 Consider the needs of their service users
- 7.5 Tutors must report to the Licensee, as soon as reasonably practicable, details of any inappropriate behaviour or declarations of intended actions which may breach the duty of care.
- 7.6 Tutors must report to the Licensee, as soon as reasonably practicable, details of any incidents or complaints arising from the programme

## **8 RECORD KEEPING**

- 8.1 The Licensee must maintain a Quality Assurance system for recording and auditing all licensed delivery-related transactions, materials and incidents of non-compliance. This must be suitable for, and made available to, the Licensor and relevant sector or awarding bodies for auditing on request as laid out in Clause 10 of the Agreement. Normally, the Licensee will use a Maybo tailored and dedicated web tool, or equivalent, within the Licence agreement.
- 8.2 The Licensee will use the Licensor's dedicated MLP administration web tool (MLP online system), as instructed by the Licensor, during the Licence Agreement.
- 8.3 Auditable functions with include:

- 8.3.1 Ordering and purchase of licensed registrations in advance of running Training Programmes, to include end user materials and certification;
- 8.3.2 Notice to the Licensor of all Training Programme delivery in order that the Licensor can arrange suitable quality assurance visits. Such notice must be entered on the MLP online system at least 5 working days (but preferably at least one month) prior to delivery;
- 8.3.3 Printing pre-course information using the Trainer Pack and relevant forms;
- 8.3.4 Uploading and recording of post-course Trainer Pack submissions;
- 8.2.5 Records of certificates printed and issued to staff participants by serial number.
  
- 8.4 The Licensee, usually through its Tutors, must fully complete Training Programme records, in line with the Licence requirements, at the end of each module or course. As a minimum these must include:
  - 8.4.1 Evidence of issue, and completion of, individual Training Records to each programme Delegate and identification checks as relevant to the Licence;
  - 8.4.2 Delivery record and Tutor declarations;
  - 8.4.3 Delegate quality assurance questionnaires;
  - 8.4.4 Delegate skills record, including non-completion, where applicable;
  - 8.4.5 Any reported incidents, with details of subsequent action. The Licensee must be sent a copy of this as per Clause 7.6;
  - 8.4.6 Tutor feedback, copies of which should be passed to the Licensor from time to time or upon request.
  
- 8.5 Where applicable, uploading post programme records onto the licensed Tutor on-line management system, must be completed within one working week of the end of the relevant programme.
  
- 8.6 The Licensee must periodically review Tutor, Delegate and programme feedback and, in conjunction with the Licensor, with a view to improving both programme delivery and Licensee control measures.
  
- 8.7 The Licensee must keep all original written training records for a specified period, normally 7 years. These records should be made accessible, on request by the Licensor and/or any relevant accreditation body, as per Clause 10 of the Licence Agreement.
  
- 8.8 The Licensee must ensure active reporting, recording and investigation of incidents, including health and safety, complaints and appeals; a summary of incidents and actions must be presented to the Licensor within 7 working days of the relevant incident.

## **9 PROFESSIONAL CONDUCT**

- 9.1 The Licensee and Tutors should undertake to maintain high standards of professional conduct, including:

- 9.1.1 Training staff to work in the best interests of service users.
  - 9.1.2 A commitment to Licensee's organisational core values and policies.
  - 9.1.3 Only undertaking training within the Licence Agreement.
  - 9.1.4 Strict adherence to the Licence Conditions.
  - 9.1.5 Maintaining an up-to-date knowledge of and respect for the laws, policies and procedures governing the sector to which training is being delivered.
  - 9.1.6 Working with other trainers/training providers, commissioners of training and the relevant statutory and accreditation bodies to improve knowledge and promote compliance with the employer's equal opportunities and other relevant internal policies and statutory requirements, and to ensure an inclusive learning environment that respects each individual and their needs.
- 9.2 Any Licensee who allows its actions or inactions directly or indirectly to fall outside the high standards of generally accepted professional conduct, and/or potentially places (directly or indirectly) the Maybo licensed tutor programme in disrepute may be considered to be in material breach of the Licence Agreement and have their Licence revoked.

**HEALTH AND SAFETY**

9.3 It is a fundamental condition of this Licence that the Licensee shall hold relevant insurance suitable to the nature of the licensed programme.

9.3.1 Such cover shall include, as a minimum:

9.3.1.1	Public liability	£5m
9.3.1.2	Employer's liability, where applicable	£10m

9.3.2 Where the Licensee is Licensed to deliver the Training Programme to non-employees of the Licensee, the Licensee shall also hold the following minimum additional insurance:

9.3.2.1	Professional Indemnity	£250,000
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9.3.3 Policies should specify under the business activities that insurance cover is specific and commensurate to the training activities.

9.4 The Licensee must provide learning environments that are safe and conducive to learning within the context of the licensed programme. This should include access to appropriate distance learning and workshop environments as appropriate to the Training Programme. Workshop environments/training venues should be provided as follows:

9.4.1 For conflict management training, sufficient space for Delegates to be trained. The preferred layout is a horseshoe format with access to an overhead projector, screen, flipchart, flipchart paper and marker pens. 'Free space', or separate break out room, to enable group scenarios. Safe access to Delegate's actual working areas for relevance is recommended.

9.4.2 Safe venue regarding repair, fittings and furniture, including:

9.4.2.1 Electrical fixtures and fittings, Portable Appliance Tested (PAT) where applicable;

9.4.2.2 Floors and access routes free from obstruction;

9.4.2.3 If glazing is present in vulnerable areas/positions it must be protected, toughened or of sufficient thickness so that it will not break if impacted by a falling person;

9.4.2.4 Good levels of lighting. Natural lighting is desirable;

9.4.2.5 The training area must be clean, level and not damaged or present a trip, slip or falling hazard;

9.4.2.6 Floor/ceiling heights must be a minimum 2.6m;

9.4.2.7 All fire exits and routes must be easily operable, clearly signed and unobstructed;

9.4.2.8 Stored moveable furniture and equipment must be moved, if necessary to the walls of the venue, except fire fighting equipment;

9.4.3 Welfare facilities provided including toilet/washing facilities and refreshments.

9.5 A nominated first aid qualified person must be available on site, and first aid facilities quickly accessible. It is recommended that the Tutor holds a current, HSE approved, first aid qualification.

- 9.6 Before training commences, the Tutor should carry out a risk assessment on the venue, using a standard form which should then be signed by the Tutor. Emphasis should be on the suitability of floor and wall surfaces and coverings, any protruding objects (i.e. light fittings and controls).
- 9.7 Delegates should be informed by the Tutor about specific Health and Safety risks and the control measures introduced to minimise risks. These measures will include emergency procedures and reporting processes. The Delegates should be reminded that they have a legal 'duty of care' towards others and as such are responsible for their own actions.
- 9.8 Tutors should assess prior to, and during delivery, any emotional or other welfare impact the training may trigger and have in place suitable control measures.

## PHYSICAL INTERVENTION CONSIDERATIONS

### 10 TECHNIQUES FOR PHYSICAL INTERVENTIONS

- 10.1 The Licensee must be committed to implementing, reviewing continuously and updating effective policies and procedures concerning the management of Work-Related Violence within the legal requirements; relevant industry sector standards, guidance and requirements; and the Licence Conditions.
- 10.2 The Licensee will only be licensed to run programmes that include physical interventions according to the training needs of specific job roles. No staff member, or any other person, outside such job roles should participate in the training.
- 10.3 The licensed programme strictly limits the levels and type of physical intervention to be taught, and these are specified at Schedule 1 of the Agreement. As a guide a physical intervention licensed programme will include one or more levels on an incremental basis:
- 10.3.1 Disengagement (non-restrictive measures)
  - 10.3.2 Holding and escorting (restrictive measures)
  - 10.3.3 Additional holding concerning prone or supine restraints (restrictive measures)
  - 10.3.4 Mechanical restraint options
- 10.4 Role specific skill suite and techniques are detailed in Schedule 1 of the licensed programme and in the context of the Delegate's job roles. Only those techniques, and problem solving using those techniques and skill suite options, should be taught.
- 10.5 Any further training being provided in related disciplines but outside the Maybo Licensed Programme must be taught as part of a wholly separate event with no link to the Licensor. The Licensor must be informed of such intentions by the Licensee.
- 10.6 Where physical intervention programmes are intended, the Licensee must ensure its insurance policies specify, under the business activities, training in physical skills to the appropriate level, as specified in Health and Safety Clauses above.
- 10.7 Where the Licensee and its Tutors are delivering physical intervention programmes within the SAFERcare and/or SAFERchildren environment they must be fully acquainted with, and abide by, the additional controls presented in the British Institute of Learning Disabilities (BILD) Code of Practice. All Tutors must have a current copy of the Code of Practice during delivery of the Training Programme(s).

## 11 DELIVERY CONDITIONS

- 11.1 Where a licensed Training Programme contains physical interventions, the Licensee and its Tutors must adhere to the additional control measures shown below.
- 11.2 Staff should only participate in physical intervention training if it is in conjunction with, or there is evidence of previous non-physical training in:
- 11.2.1 Maybo Personal Safety & Conflict Management; and/or
- 11.2.2 Conflict Resolution; and/or
- 11.2.3 Other management and prevention of violence and aggression training which the Licensor, given a minimum of five (5) working days notice by the Licensee, deems acceptable.
- 11.3 MLP physical intervention programmes build incrementally and therefore Delegates may only participate in higher level Training Programmes if there is relevant evidence of previous training at preceding levels. Typically, a Delegate must complete Conflict Management prior to Disengagement training, Disengagement prior to Holding and Holding prior to Additional Holding.
- 11.4 Additional records should be completed within the Trainer Pack:
- 11.4.1 Record of evidence that the Delegate qualifies for the Training Programme in accordance with the pre-requisites shown above and laid down under Schedule 1;
- 11.4.2 Pre-course declaration of 'fitness' to participate. The term 'fitness' relates to the Delegate physical and/or mental fitness to undertake their normal work duties;
- 11.4.3 Record of receiving the programme pre-course safety briefing;
- 11.4.4 Post-course skills record, including any relevant comments on Delegate's competence in the skills;
- 11.4.5 Declaration of no injury, or of injury and subsequent report.
- 11.5 The Tutor, in conjunction with organisational policy, must exercise control and removal of Delegates from training if any unsafe or inappropriate behaviour occurs.
- 11.6 The Tutor must have a good understanding of cultural, gender and age related issues when conducting physical activity, be sensitive to the needs of Delegates and the need to promote a fully inclusive learning environment.
- 11.6.1 Tutors must provide preparatory exercise and warm up sessions as directed in the licensed programme. This will focus on low impact activities that suitably stretch and mobilise the muscles and joints that will be used during the physical activity.
- 11.7 The performance of Delegates must be systematically evaluated and assessed by the Tutor throughout the training in accordance with the Licensor's requirements and the Delegate skills record fully completed. Tutors must state details and development steps for those Delegates who do not meet the assessment criteria.

- 11.8 Inclusion of those Delegates who have identified injuries and/or disabilities will require Tutors to ensure that they take due account of the limitations of the particular injury and/or disability in order to reduce likelihood of further harm.
- 11.9 During the training, the Tutor should periodically remind Delegates of their responsibilities in relation to:
- 11.9.1 Guarding against the risk of injury during training;
  - 11.9.2 Managing existing injuries and/or disabilities that may pose a health and/or safety risk;
  - 11.9.3 The safety and welfare of themselves and other Delegates during the training.
- 11.10 Delegates who have been unable to demonstrate the use of a technique or skill should be advised of the fact and given appropriate opportunity, if time allows, to practice the technique or skill again before being re-assessed. If the Delegate remains unable to demonstrate this, the staff member's line manager should be informed at the earliest opportunity in order that an action plan can be implemented. The skill record should be annotated accordingly.

## **12 REFRESHER AND UPDATING**

- 12.1 It is a specific requirement of the Licence Conditions as specified in the Organisation Responsibility clauses above, that the Licensee shall undertake ongoing refresher training in the disciplines covered for both Tutors and Delegates. Where practicable this can be delivered to Delegates by Tutors at regular intervals in the workplace to help maintain skills and facilitate local problem solving. In particular, physical interventions should be refreshed and formally recertified in accordance with the Licensor's recommendations; typically within 24 months, or a lesser period if specific sector requirements apply.
- 12.2 Tutors must receive refresher training from the Licensor and be re-certified by the Licensor every 12 months to deliver the licensed programme. Only Tutors who are currently validated by the Licensor to deliver the licensed Training Programme may deliver that programme.
- 12.3 Tutors must ensure that, prior to delivery, they have the most up to date version of the Training Programme and details of physical intervention skills as new approaches and practices are introduced on a regular basis as a result of feedback and continuous reviews of relevant techniques.

**13 APPENDIX A: QUALITY PRINCIPLES**

**1. Integration:** The Licensee implements the Licensed Training Programme as an integral component of a coordinated approach to managing work related violence

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Policy and strategy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Policy inclusion in delivery</li> <li>▪ Reporting and TNA impact on delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training, policy and reporting feedback loops</li> </ul>

**2. Tutors:** The Licensee will select appropriate Nominated Tutors to deliver the Licensed Training Programme and ensure Tutor re-certification in accordance with Licensor requirements

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Meet sector trainer requirements</li> <li>▪ Trainer qualifications</li> <li>▪ Training Experience</li> <li>▪ Experience in managing workplace conflict</li> </ul>	<ul style="list-style-type: none"> <li>▪ Relevant qualification</li> <li>▪ Experience of delivering training</li> <li>▪ Work experience of managing conflict and violence in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>▪ Qualifications and training experience.</li> <li>▪ Practical conflict management experience highly desirable</li> </ul>

**3. CPD:** Tutors shall actively subscribe to, and evidence, continuing professional development

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Regular reviews of legal, sector and organisational guidance</li> <li>▪ Maintaining the latest materials and information for the programme</li> <li>▪ Addressing any developmental needs identified in line manager and/or delegate feedback</li> <li>▪ Participate in annual refresher programmes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documented proof of engagement in a relevant CPD programme</li> <li>▪ ConflictPro annual CPD certification</li> <li>▪ ConflictPro summary of CPD</li> </ul>	<ul style="list-style-type: none"> <li>▪ All tutors to demonstrate CPD</li> </ul>

**4. Job roles:** The Training Programme is only delivered to suitable Delegates in accordance with Schedule 1

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Delegate records demonstrate that only target roles are receiving training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Roles of delegates to be dip sampled and mapped against licence agreement</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**5. Adherence:** Tutors shall adhere to the Training Programme contents, approach and duration. Where amendment needs are identified these should be assessed jointly between the Licensor and Licensee organisation.

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Delegate feedback questionnaire indicates learning outcomes are met</li> <li>▪ Training Evaluation indicates transference of skills and knowledge</li> </ul>	<ul style="list-style-type: none"> <li>▪ Delegate feedback questionnaires and training evaluation records</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**6. Transactions:** The Licensee shall maintain a system (including access to the MLP online system) for recording and auditing all licensed delivery related transactions and materials

<b>Indicator</b>	<b>Evidence</b>	<b>Target</b>
<ul style="list-style-type: none"> <li>▪ Client organisation has a system in place that provides an audit trail of all licensed delivery related transactions and materials.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Random sampling of the audit process</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance on audit samples</li> </ul>

**7. Improvements:** Licensees periodically review Tutor, Delegate and programme feedback and, with the Licensor, seek to improve delivery and organisational control measures.

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Review programme in place</li> <li>▪ Continuous improvement process in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reviews carried out in accordance with the review programme</li> <li>▪ Action plan for improvements</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**8. Safe learning:** The Licensee provides learning environments that are safe and conducive to learning within the context of the licensed programme; which includes access to appropriate distance learning and workshop environments as appropriate to the licence.

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Risk assessments</li> <li>▪ Delegate injury questionnaire</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed risk assessment addressing issues relevant to the licensed programme</li> <li>▪ Completed delegate injury questionnaires</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**9. Records:** Tutors ensure pre and post programme records are completed comprehensively.

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Pre and post course records</li> </ul>	<ul style="list-style-type: none"> <li>▪ Random sampling of records to assess standard of completion</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**10. Pre-PI:** Delegates taking part in physical skills must complete a course in conjunction with, or following, a Maybo conflict management and personal safety programme, or equivalent, prior to participation in physical skills learning.

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Delegate record showing prior participation in a conflict management programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documented evidence that delegate has attended a conflict management programme prior to the physical skills programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**11. PI for role:** Physical intervention skills must be restricted to those specified in the programme, in line with the training needs of participants

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Risk based TNA</li> <li>▪ Delegate records</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed TNA showing requirement for physical intervention skills.</li> <li>▪ Delegate record showing that work role matches TNA</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance</li> </ul>

**12. Refresher:** The Licensee must be committed to regular refresher training and formal recertification at least once per annum for Tutors and once in every 24 months for Delegates. The licensed programme is conditional on Tutors undergoing refresher training.

Indicator	Evidence	Target
<ul style="list-style-type: none"> <li>▪ Refresher programme in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documented evidence of planned refresher programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance for tutors.</li> <li>▪ Strong recommendation for delegates</li> </ul>

## **Licence conditions 'key ten point' summary**

1. The success of a licensed Training Programme depends on the Licensee selecting the most suitable nominated Tutors and fully supporting them in the roll out of the training. This will increase the chances of the Licensor approving the nominated Tutor together with ensuring effective delivery of the Training Programme
2. Tutors must be active in continuing professional development relating to delivering the programme. Active use of the ConflictPro CPD portfolio and range of learning opportunities is recommended
3. The Licensee and Tutors should only deliver the specified Training Programme to the target job roles within the Licensee's organisation
4. The Licensee and Tutors must ensure that an effective quality assurance process actively drives and records the learning process
5. The organisation must ensure that suitable and safe learning environments are made available to Tutors and Delegates, including provision of distance learning options and workshop venues conducive to group learning
6. Tutors should ensure that pre- and post-programme records are completed comprehensively
7. The Delegate and Tutors, in conjunction with the Licensor, must ensure feedback loops enable improvements to the Training Programme and work control measures
8. Delegates taking part in physical intervention skills must complete a course in conjunction with, or following, a Maybo conflict management and personal safety programme, or pre-agreed equivalent, prior to participation in physical intervention skills learning
9. Physical intervention skills must be restricted to those specified in the Training Programme, in line with the training needs of Delegates
10. Refresher training should be committed to for both Tutors and Delegates on a regular basis. Only Tutors who hold current certification by the Licensor to deliver the licensed Training Programme may deliver that programme

## 14 APPENDIX B: DELEGATE PRE-COURSE LETTER TEMPLATE

*Dear colleague*

You have been allocated a place on a conflict management course starting at [*start time, date*] and completing on [*end date*] held at [*training venue*]. This is a Maybo [SAFERpi] programme accredited by [City & Guilds, Maybo or BIIAB and Skills for Security], which our Tutor, [tutor name], is licensed to deliver. The course includes physical intervention skills that we have identified as a need for your role.

The course is intended to help in reducing the potential risk to you and others in your day-to-day work environment. It will explore strategies and skills for reducing conflict. The physical interventions will be taught for situations where non-physical strategies have failed or are likely to fail. They will be considered within the requirements of your role, and application will be based on the context of where necessary and appropriate, and by the least intrusive means. Ethical, legal and medical issues will be considered.

Please note that there is always a possibility of injury when physical techniques are practised. It is important that you are satisfied that you are in sufficient physical and emotional health to practise these safely. If you are in any doubt please consult your [*line manager/training manager/occupational health team*]. These precautions are not intended to cause alarm – SAFERpi skills are simple, non-aggressive and do not rely on strength or high levels of fitness. During the training, the tutor will make every effort to build confidence and reduce risk.

To make this training as relevant as possible the tutor will encourage (but not pressure) participants to identify realistic situations that can be used for problem solving and practical scenarios. Please therefore, consider the specific risk situations you face in your role.

You should wear comfortable practical clothing and shoes for the practice of physical interventions. In particular, please wear a minimum of jewellery as this will need to be removed when practising skills. On arrival, bring to your tutor's attention any injury or health-related condition that could place yourself or others at increased risk during the training.

At the start of the course, the tutor will check that you have completed the relevant pre-requisites for attendance. You will then be provided with course workbooks and, where applicable, a training record. At the end of the course you will be invited to complete a course evaluation. Shortly after the programme, on successful completion, you will receive a certificate, accredited by [Maybo, City & Guilds or BIIAB and Skills for Security].

If you have any further questions, concerns or issues please contact me; otherwise, I hope you enjoy the course and find it beneficial in making your work safer.

*Yours sincerely,*

*Line manager/Tutor/Training manager*