

## **Teach Me Law Enforcement Pty Ltd**

### **Conflict Management for front line workers**

#### **Course Overview**

This course will be of benefit to people working in council as council inspectors, rangers, animal control officers, parking officers and administration officers. This course is of particular significance to employees working with crowds or outdoors.

#### **Vocational outcomes**

This program is not aligned to any Unit of Competence however does contain Learning Outcomes from 'Apply conflict management principles'

#### **Entry Requirements**

Applicants must be 18 years and over. Applicants need not be employed at the time of the course.

Applicants must be able to speak and comprehend English to an acceptable standard. Applicants will be required to give clear directions under adverse conditions during training.

#### **Fees**

\$330 per person (gst included)

No RPL for this course

There are no exemptions

There are generally no refunds once enrolled. Some refunds may be considered and these can be found in our policies, located on our website [www.tmle.com.au](http://www.tmle.com.au)

#### **Other associated costs**

There are residential classes which participants must attend. Participants are advised any costs involved in attending any classroom instruction is not included in the course costs and is to be met by the participant.

#### **Award**

This is not a Nationally Accredited Course. Students will receive a Certificate Of Attendance upon completion.

#### **Duration**

TMLE allows 1 day to complete the course.

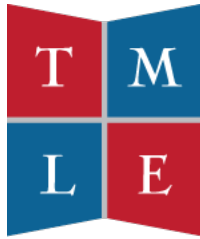
#### **Structure**

This course is completed by:

1. practical work undertaking typical scenarios encountered whilst working as a council employee
2. attendance at classroom instruction (8 hours total)

#### **Recognition**

The uniqueness of this course and specialist subjects do not allow for RPL



## **Learning materials**

**TMLE will supply learning materials in this program with:**

- 1. Recommending reference material**
- 2. Learning material**
- 3. an industry expert to instruct and deliver the lesson**

## **Assessment**

**There are no formal assessments for this program, however learnt knowledge is tested by;**

- 1. class exercises which are typical workplace scenarios**
- 2. classroom interaction and participation**

## **How to enrol**

**Read this course information leaflet carefully.**

**Download an enrolment form from our website [www.tmle.com.au](http://www.tmle.com.au)**

**Payment must be made prior to course commencement date.**

**Applicants should make themselves aware of the refund policy prior to enrolling.**

**Payments can be sent to**

Teach Me Law Enforcement Pty Ltd  
Octagon Building  
Level 1 Suite F  
110 George street Parramatta  
NSW 2150

Ph + 61 02 96159625

Fax +61 02 96159750

**Direct debit is available, details are available on the enrolment form.**

**For enrolment details and course availability or inquiries regarding programming a course for your organization, please call the Course Coordinator**

**The training can be held at any venue or premises. To keep costs to a minimum we seek the assistance of interested parties to utilize their training facilities.**

## **Subjects to be covered in the 1 day work shop**

**Welcome and introduction to the topic  
Recognising conflict and the causes  
Training videos of conflict and discussion.**

**Identifying where conflict occurs**

**Using body language**

**Listening without talking**

**Using a mediator**

**Practical scenarios**

**Debrief and questions**