

# Pearson BTEC Award (QCF)

## Security

Level 2 – Conflict Management in the Private Security Industry  
Y/506/7125

2015 – Specimen  
**Time: 45 minutes**

Paper Reference  
**DS-QCFU3SAM**  
**SG-QCFU3SAM**  
**VI-QCFU3SAM**  
**PPSS-QCFU2SAM**  
**CP-QCFU3SAM**

**You must have:**  
Multiple Choice Answer Sheet  
Black pen

### Instructions

- Use **black** ink or ball-point pen.
- Answer **all** questions.
- Encircle your answers on the separate answer sheet.
- Mark only **one** answer for each question.

### Information

- The total mark for this paper is 35.
- Each question is worth 1 mark.

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

- 1** How should a security operative overcome the communication barrier when dealing with a customer who appears nervous?

  - A** By using closed body language
  - B** By using a commanding tone of voice
  - C** By acting in a non-threatening manner
  - D** By whispering to them
- 2** How should a security operative address unacceptable behaviour?

  - A** By adopting a threatening stance
  - B** By speaking loudly and aggressively
  - C** By being positive and assertive
  - D** By using intimidating language
- 3** Two customers are involved in a dispute about the use of facilities. What strategy should a security operative use to deal with this situation?

  - A** Seeking resolution
  - B** Delegating responsibility
  - C** Distraction
  - D** Compensation
- 4** 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
- 5** A security operative tries to see a problem from a customer's point of view. Why is this important?

  - A** It allows emotional support to be given to the customer
  - B** It enables company policies to be clarified for the customer
  - C** It enables sharing of poor practice with the customer
  - D** It allows them to empathise with the customer
- 6** Following a serious conflict incident, the security team meets to discuss experiences and share strategies it has used in the past to resolve such situations. Why is this important?

  - A** To identify appropriate support that is available
  - B** To gain credibility within the team
  - C** To demonstrate competence
  - D** To help prevent a reoccurrence of the problem
- 7** A security operative keeps a customer informed about a delay and apologises for it. How does this reduce the risk of conflict?

  - A** By maintaining their personal space whilst adopting a non-aggressive stance
  - B** By conducting a dynamic risk assessment to identify any potential threats
  - C** By ensuring the customer feels valued
  - D** By ensuring that there is an escape route

- 8** A customer is being abusive to other customers whilst queuing to enter a premises. What action should a security operative take to deal with this?
- A** Mirror their behaviour
  - B** Sympathise with them
  - C** Actively listen to them
  - D** Refuse to admit them
- 9** When dealing with conflict, why is it important to view an incident from the customer's perspective?
- A** It focuses on the interests of the organisation
  - B** It demonstrates understanding
  - C** It reduces the need to follow procedures
  - D** It shows favouritism towards the customer
- 10** Why is it important for an employer to have procedures in relation to workplace violence?
- A** It ensures staff have positive communication skills
  - B** It encourages staff to display sympathy
  - C** It makes staff aware of their responsibilities
  - D** It allows staff to show their frustration
- 11** 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 lock escape routes
- 12** Why should positive communication be used to avoid conflict?
- A** To reduce the need for procedures
  - B** To demonstrate personal values
  - C** To help identify triggers
  - D** To reduce risks to staff
- 13** Which of these is a way of defusing a conflict situation when dealing with an angry customer?
- A** Building a rapport with them
  - B** Including a manager in the discussion
  - C** Being aware of the position of colleagues
  - D** Maintaining an aggressive attitude towards them
- 14** Why is positioning important when dealing with conflict?
- A** To manage customer expectations
  - B** To determine potential threat levels
  - C** To prevent others feeling intimidated
  - D** To appear confident in the situation

**15** Which of these is a factor that is likely to trigger an angry response from a person?

- A** Feeling in control
- B** Fear of confrontation
- C** Feeling patronised
- D** Fear of legal consequences

**16** Which of these is an effective method of non-verbal communication when dealing with emotive situations?

- A** Adopting an intimidating tone
- B** Using aggressive gestures
- C** Avoiding eye contact
- D** Using open-handed gestures

**17** Why should security operatives contribute to the solution of recurring problems?

- A** To reduce fear of confrontation
- B** To reduce stress for those involved
- C** To justify the use of force
- D** To access different sources of support

**18** Which of these is a stage in the escalation of a conflict situation, according to the attitude-behaviour cycle?

- A** Frustration
- B** Fear
- C** Freeze
- D** Flight

**19** Which of these is a benefit of sharing good practice?

- A** To identify relevant sources of counselling
- B** To build a rapport with customers
- C** To develop a common response to situations
- D** To gain recognition for positive actions

**20** 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

**21** Which of these is a strategy for solving problems?

- A** Identifying blame
- B** Creating barriers
- C** Identifying ways forward
- D** Denying responsibility

**22** Why is it important to reflect on conflict situations?

- A** To defuse difficult encounters
- B** To recognise potential trends
- C** To overcome communication barriers
- D** To maintain working conditions

- 23** 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
- 24** Which of these is a common response to a threatening situation when someone is frightened?
- A** Freeze
  - B** Empathy
  - C** Distraction
  - D** Confidence
- 25** Which of these is aggressive behaviour when dealing with potential conflict?
- A** Using a threatening tone
  - B** Folding arms
  - C** Avoiding eye contact
  - D** Using open gestures
- 26** 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
- 27** 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 respond appropriately to the perceived threat
  - C** To analyse how the threat was triggered
  - D** To reduce the likelihood of feeling intimidated
- 28** Why is it important to seek support from a counsellor following a traumatic incident?
- A** To evaluate performance
  - B** To help to deal with shock
  - C** To share good practice
  - D** To identify who is to blame
- 29** A security organisation is writing guidance for staff to deal with workplace violence. Which of these is a reason for the organisation to have this guidance?
- A** To provide information on what is deemed acceptable behaviour
  - B** To identify the needs of customers visiting the premises
  - C** To ensure all parties involved in a conflict situation can be identified
  - D** To involve the customer in the decision-making process of the organisation

- 30** A security operative is trying to resolve a conflict situation with a customer. However, both are becoming increasingly angry with each other. How should the security operative's colleagues support them to de-escalate this situation?
- A** By covering all entrances and exits
  - B** By forcibly separating them
  - C** By distancing themselves from the incident
  - D** By being ready to step in and take over
- 31** 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** Feeling insulted
  - C** Being patronised
  - D** Being ignored
- 32** A security operative is being verbally abused by a member of the public. How should the security operative respond assertively?
- A** By asking for feedback
  - B** By managing expectations
  - C** By clenching fists
  - D** By shouting back
- 33** A security operative has been involved in a violent incident, and is worried about returning to work. Why should they seek the support of their colleagues?
- A** To gain reassurance
  - B** To recognise poor performance
  - C** To establish their needs
  - D** To diagnose the problem
- 34** Which of these is a win-win approach to resolving conflict?
- A** Focusing on the interests of one party
  - B** Identifying unacceptable options
  - C** Leaving questions unanswered
  - D** Working together to find a solution
- 35** 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