



BRITSAFE LEVEL 1

AWARD IN RETAIL STAFF VIOLENCE PREVENTION

103/5225/1



Introduction:

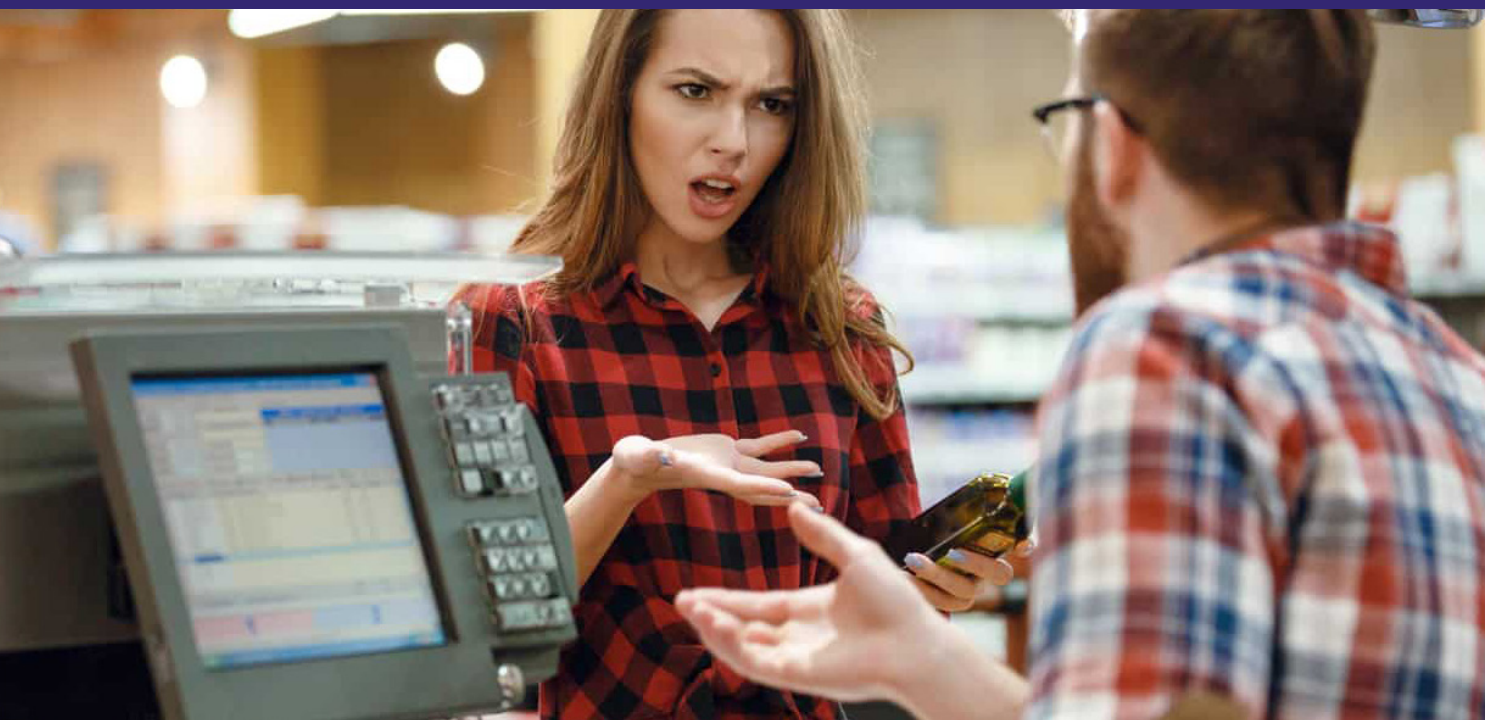
The Britsafe Level 1 Award in Retail Staff Violence Prevention is a targeted qualification designed to equip frontline retail employees with the essential skills and situational awareness needed to recognise, defuse, and respond appropriately to incidents of aggression, verbal abuse, or potential violence in customer-facing roles. With rising reports of workplace hostility in retail environments ranging from lone shops to high-footfall stores this course provides critical instruction on conflict avoidance, early threat recognition, personal safety measures, and appropriate escalation protocols. Learners will gain an understanding of employer and employee duties under the Health and Safety at Work Act 1974 and relevant workplace violence prevention guidance, including the legal framework for use of force, incident reporting, and post-incident support. Intended for cashiers, floor staff, security assistants, supervisors, and delivery desk operatives, the course enhances practical capability while reinforcing a zero-tolerance approach to abuse in the workplace. By strengthening protective practices and promoting a culture of dignity, accountability, and safety, this award supports both individual confidence and organisational resilience in modern retail operations.

Qualification Regulation and Support:

The Britsafe Level 1 Award in Retail Staff Violence Prevention has been developed to support essential workforce preparedness in managing aggression and safeguarding personal safety within retail settings. It is awarded by Britsafe™ Qualifications UK Limited, ensuring compliance with workplace violence prevention standards and recognized safety protocols across customer-facing environments.

Key facts:

Qualification Number:	103/5225/1
Minimum Contact Hours:	4
Guided Learning Hours:	4
Credit Value:	1
Credential Status:	Award
Assessment Method:	Multiple-choice examination



Qualification Overview and Objective:

The Britsafe Level 1 Award in Retail Staff Violence Prevention equips individuals with essential knowledge and skills to prevent and manage violence in retail environments. Covering risk assessment, communication techniques, and emergency response procedures, this qualification ensures individuals contribute to creating a safer and more secure retail environment. Compliance with legal requirements is emphasized, making this award valuable for those working in the retail sector.

The objective of the qualification is to:

- Understand the potential risks and triggers for violence in a retail setting.
- Learn effective communication and de-escalation techniques.
- Identify and implement preventive measures to reduce the likelihood of violence.
- Gain knowledge of emergency response procedures in case of violent incidents.
- Demonstrate compliance with legal requirements for retail staff violence prevention.

Entry Requirements:

To register for this qualification, learners are required to meet the following entry requirements:

- Must be aged 16 and over
- Participants should have a basic understanding of the English language to effectively engage with course materials and assessments.
- This course is open to individuals of all backgrounds and experience levels who have an interest in workplace health and safety.

Geographical Coverage:

This qualification is suitable for delivery in England, Northern Ireland, Wales and can be offered internationally.

Delivery/Assessment Ratios:

To effectively deliver this qualification, centres are recommended not to exceed the ratio of 1 Qualified Tutor to 12 Learners in any one instance. If centres wish to increase the recommended ratio, they must first inform your dedicated Britsafe™ accounts manager before doing so.

Centre Requirements:

To effectively deliver this qualification, centres should have the following resources in place:

- Classroom with suitable seating and desks; and
- High-quality teaching and learning resources.

Guidance on Delivery:

The total qualification time (TQT) for this qualification is 4-hours and of this 4-hours is recommended as guided learning (GL). TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming Guided Learning Hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.



Guidance on Assessment:

This qualification is assessed through a multiple-choice question exam.

- Centre's must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.
- Centres must follow Britsafe™ Examination and Invigilation Procedures. Completed examination papers are to be returned to Britsafe™ for marking or If in case of online examination; records shall be updated on EMS portal accordingly.

Guidance on Quality Assurance:

Britsafe™ requires centres to have in place a robust mechanism for internal quality assurance. Britsafe™ will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery, quality assurance and invigilation of the qualification.

Tutor Requirements:

Britsafe™ recommends nominated tutors for this qualification meet the following requirements:

- A relevant health and safety qualification at Level 3 or higher,
- Membership of a professional body (e.g., IOSH, IIRSM) is desirable.
- Hold a relevant subject area qualification/or be occupationally competent.
- Hold a recognized teaching/training qualification (or suitable equivalent).
- Level 3 Award in Education and Training (AET) or Train The Trainer.



The background of the entire page is a photograph of a healthcare setting. A female nurse in scrubs is assisting an elderly male patient who is sitting on a sofa. The nurse is leaning forward, holding the patient's hand. A wheelchair is visible to the left. The room has a white brick wall and a bookshelf. The entire image is overlaid with a semi-transparent blue filter.

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