

Level 2 Award in Conflict Resolution and Personal Safety

Sample Examination Questions

- 1** The four main categories of assault are:
- A verbal insult, common assault, actual bodily harm, grievous bodily harm
 - B verbal insult, accidental wounding, actual bodily harm, grievous bodily harm
 - C common assault, actual bodily harm, grievous bodily harm, grievous bodily harm with intent
 - D common assault, accidental wounding, grievous bodily harm, grievous bodily harm with intent

- 2** Which are all examples of violent behaviour?
- A Personal insults, physical contact, hand shaking, swearing
 - B Shouting, swearing, banging desks, deliberate silence
 - C Intimidation, verbal abuse, swearing, being punched
 - D Swearing, spitting, closing desks, deliberate silence

- 3** Which of the following is the best example of the benefits of developing personal safety policies and procedures?
- A Reducing violence at work
 - B Reducing insurance premium
 - C Reducing recruitment costs
 - D Reducing security equipment

- 4** Which example of aggressive behaviour occurs immediately before being physically attacked?
- A Rubbing face
 - B Clenched fists
 - C Arms folded
 - D Finger tapping

- 5** Breakaway techniques should only be employed to extract yourself from immediate danger if:
- A someone shouts and verbally abuses you
 - B you have received proper training from a qualified instructor
 - C you are bigger and stronger than your aggressor
 - D you are in a well-lit public space

- 6** Which of these best describes violent effects in the workplace?
- A Longer working hours
 - B Improved training and high absenteeism
 - C Lower chances of promotion
 - D Low staff morale, physical and mental pain



Chartered
Institute of
Environmental
Health

Training Division
Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Telephone 020 7827 5800 Training Division (Option 1)
Email customersupport@cieh.org **Web** www.cieh.org/training

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Answers
1 C 2 C 3 A 4 B 5 B 6 D