



Defence Awarding  
Organisation

# **Qualification Handbook**

**DAO Level 4 Award in Managing  
Workplace Stress (Practitioner)**

**QN: 603/1340/7**

# The Qualification

## Overall Objective for the Qualifications

This handbook relates to the following qualification:

Level 4 Award in Managing Workplace Stress (Practitioner)

The main purpose of this qualification is to encourage learners to explore the way in which stress impacts on the performance of themselves and others whilst at work.

Learners will explore key concepts and theories as well as applying techniques which will help them to become more resilient to the effects of workplace stress. Learners will be introduced to internal and external services which can be used to support stress in the workplace.

## Pre-entry Requirements

No formal qualifications or pre-requisites are required.

## Unit Content and Rules of Combination

This qualification is made up of a total of two mandatory units. To be awarded this qualification the candidate must achieve a total of 3 credits as shown in the table below.

Mandatory Units					
Unit Reference Number	Unit Title	GLH	TQT	Level	Credit Value
Y/615/6235	Improving Resilience and Reducing Stress in the Workplace	9	10	4	1
R/615/6251	Managing Stress in the Workplace	18	20	4	2

## Age Restriction

This qualification is available to learners aged 18 years and over.

## Opportunities for Progression

This is a qualification which will enable learners to access further qualifications which are also delivered at the Shrivenham Leadership Centre.

**Exemption**

No exemptions have been identified.

**Credit Transfer**

No credit transfers are permitted.

# Qualification Units

URN:	Y/615/6235	
Title:	Improving Resilience and Reducing Stress in the Workplace	
Level:	4	
Credit value:	1	
Total Unit Time	10	
Guided Learning Time	9	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the relationship between stress and resilience	1.1 Explain ways in which stress affects people at work 1.2 Explain what is meant by the term 'resilience' 1.3 Describe the relationship between stress and resilience in context	
2. Understand how organisations can support the management of stress in the workplace	2.1 Compare services available to support workplace stress in context 2.2 Suggest which support service is appropriate in context	
3. Understand the concept of Cognitive Behavioural Frameworks	3.1 Explain what is meant by the term 'cognitive behaviour frameworks' 3.2 Explain how experiences, values and beliefs influence behaviour 3.3 Compare relevant models and theories	
4. Apply techniques to manage stress and develop resilience	4.1 Describe techniques to challenge automatic negative thoughts 4.2 Demonstrate techniques to reduce stress in context	

	4.3 Explain the relationship between a growth mindset and personal development	
Additional information about the unit		
Unit purpose and aim(s)	<p>This unit will introduce the concept of workplace stress encourage learners to explore the way in which stress impacts on the performance of themselves and others whilst at work.</p> <p>Learners will explore key concepts and theories as well as applying techniques which will help them to become more resilient to the effects of workplace stress. Learners will be introduced to internal and external services which can be used to support stress in the workplace.</p> <p>The aim of this unit is, therefore, to develop a learner's awareness of workplace stress and to develop personal approaches to combating the impact of stress on themselves and co-workers.</p>	
Unit expiry date	5 years	
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)	<p>The following standards have been identified as relevant to this unit. These standards primarily focus on the competencies used by psychology professionals to support others to combat workplace stress. They do, however, have some content relevance to the topics contained within this unit.</p> <p>CDICRD01 Develop and apply understanding of theory and effective practice in career development  CFAHR15 Manage health and wellbeing  SCDINSPE3 Act to secure the health, safety and wellbeing of individuals  SFHPT03 Engage with the client in cognitive and behavioural therapy  SFHHP10 Monitor and review the effectiveness of services and initiatives to protect health, wellbeing and safety  SFHPT10 Guide and monitor progress made in cognitive and behavioural therapy</p>	
Name of the organisation submitting the unit	Defence Awarding Organisation	
Availability for use	Restricted	
Unit available from	1 May 2017	

URN:	R/615/6251	
Title:	Managing Stress in the Workplace	
Level:	4	
Credit value:	2	
Total Unit Time	20	
Guided Learning Time	18	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
5. Understand the principles of positive psychology	5.1 Explain what is meant by the term 'positive psychology' 5.2 Explain what is meant by the term 'emotional intelligence' 5.3 Explain how strength of character builds resilience to stress 5.4 Suggest how positive emotions influence psychological resilience	
6. Know how the principles of positive psychology affect self and others	6.1 Explain what is meant by the term 'positive psychological interventions' 6.2 Describe ways in which positive psychological interventions improve workplace performance	
7. Understand how workplace relationships support resilience to stress	7.1 Explain how social networks add value to the management of workplace stress 7.2 Select communication techniques to reduce stress	
8. Understand the importance of self-awareness and	8.1 Explain relevant concepts in context 8.2 Discuss the	

self-coaching	relationship between self-awareness and self-coaching 8.3 Explain the relationship between goal setting and self-coaching	
9. Understand the concept of coping strategies	9.1 Explain what is meant by the term 'coping strategy' 9.2 Explain what is meant by the term 'time management' 9.3 Apply time management techniques to reduce workplace and personal stress 9.4 Suggest how coping strategies impact on personal and professional behaviour	
Additional information about the unit		
Unit purpose and aim(s)	<p>This unit will develop an awareness of the concept of workplace stress and encourage learners to explore in greater depth the way in which stress impacts on the performance of themselves and others whilst at work.</p> <p>Learners will explore topics such as positive psychology, social networks and self-awareness so that they are in a better position to develop strategies to cope with workplace stress.</p> <p>The aim of this unit is to enhance a learner's awareness of workplace stress and its impact on others so that they are in a stronger position to support colleagues to deal with the psychological barriers to effective performance.</p>	
Unit expiry date	30/04/2022	
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)	<p>The following standards have been identified as relevant to this unit. These standards primarily focus on the competencies used by psychology professionals to support others to combat workplace stress. They do, however, have some content relevance to the topics contained within this unit.</p> <p>CDICRD01 Develop and apply understanding of theory and effective practice in career development CFAHR15 Manage health and wellbeing</p>	

	<p>SCDINSPE3 Act to secure the health, safety and wellbeing of individuals</p> <p>SFHPT03 Engage with the client in cognitive and behavioural therapy</p> <p>SFHHP10 Monitor and review the effectiveness of services and initiatives to protect health, wellbeing and safety</p> <p>SFHPT10 Guide and monitor progress made in cognitive and behavioural therapy</p>
Name of the organisation submitting the unit	Defence Awarding Organisation
Availability for use	Restricted
Unit available from	1 May 2017