



## Understanding Behaviour That Challenges Level 2

The aim of this qualification is to develop an understanding of the common causes and triggers of behaviour that challenges and develop an awareness of effective communication skills and de-escalation techniques.

### What knowledge will be gained?

This course offers an opportunity to increase your understanding what is meant by the term 'behaviour that challenges' and how to recognise changes in individuals that could indicate an episode of challenging behaviour. The course explores the importance of non-verbal communication and how reflecting on an incident can support in managing future behaviour.

### How is the course assessed?

You will receive an information pack and the resource to enable you to give written responses to questions in a work booklet, either handwritten or typed depending on your preference.

### What are the benefits?

- \*Achieve a nationally recognised Level 2 qualification
- \* Further your personal and professional development
- \*Increase your knowledge and awareness
- \*Gain positive working relationships
- \* Learn at a time that suits you without the need to attend college

### What will be studied?

The course is split into 4 units:

#### **Unit 01: Understand behaviour that challenges**

Explores how behaviour can be perceived as challenging. They will investigate the underlying issues that affect behaviour and the impact it can have on others.

#### **Unit 02: Understand how to support positive Behaviour**

Explores how to identify behavioural changes and triggers that may escalate behaviour, how strategies and support plans can promote positive behaviour and legislation guidelines.

#### **Unit 03: Understand the importance of effective communication and the management of behaviour that challenges**

Explores the impact communication can have, the role of positive reinforcement, techniques to de-escalate behaviour and referral services.

#### **Unit 04: Understand the role of reflection and support for those involved in incidents of behaviour that challenges.**

Explores reflection following an incident of behaviour that challenges, the consequences of their actions and how to maintain own wellbeing.

### Who can apply?

Courses are funded for people who are aged 19 years or over, have lived in England for the past 3 years and who are not currently accessing any other government funded training.

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