

# Certificate in Understanding Behaviour that Challenges

Level 2    ⋮    153 TQT    ⋮    130 GLH

In an individual's personal or work life they may encounter behaviour that they find hard to understand and difficult to 'manage'. This course gives learners an insight into behaviour that challenges and how to respond to these situations in the most appropriate and supportive way. Learners will examine what behaviour that challenges means, why it may occur and how to promote positive behaviour. They will learn about the importance of effective communication and the vital role of reflection following episodes of behaviour that challenges. Learners will also explore the support available to maintain their own well-being.

Behaviour that challenges others is almost always a form of expression (a way of telling us something) and an indicator of unmet needs. The 'challenge' is not the person. The challenge is to understand the triggers for and reasons behind their behaviour. This understanding will help care and education providers alike to develop the proactive strategies needed to reduce incidences of behaviour that challenges in the future.

## Who's it for?

This qualification would be particularly useful to those who work in an educational setting or within health and social care. More generally, it is also suitable for individuals who wish to learn more about how to respond to incidences of behaviour that they may find challenging.

## What are the benefits of doing this course?

As well as attaining a nationally recognised qualification upon completion, candidates will gain a thorough understanding of the common causes and triggers of behaviour that challenges. Candidates will also learn about effective communication skills and de-escalation techniques. Knowing how to anticipate behaviour that others may find challenging and how to respond to these situations appropriately can help to create a more harmonious living or working environment.

The course also provides employers with a structured training programme that will meet the training needs of their employees, giving peace of mind that staff are equipped with the knowledge they need to successfully manage behaviour that challenges.

A benefit of using Hallmark's flexible learning resources is that learners can complete the course at times and locations convenient to them.



## Understanding Behaviour that Challenges

Level 2



### Progression opportunities

By undertaking this programme, learners will be able to further their own continuous professional development, which may improve their career prospects. Learners may then wish to progress on to further qualifications, such as other courses in education or health and social care related subjects.

Visit [www.hallmarkeducation.org.uk](http://www.hallmarkeducation.org.uk) to view our extensive portfolio of qualifications and learning resources.

### Information for learning centres

**Qualification reference number:**

603/1062/5

**Awarding organisation:**

NCFE CACHE (see [www.cache.org.uk](http://www.cache.org.uk))

### Course content

The Level 2 Certificate in Understanding Behaviour that Challenges comprises four mandatory units that are presented in two concise module workbooks:

#### MODULE A

*Unit 01: Understand behaviour that challenges*

*Unit 02: Understand how to support positive behaviour*

#### MODULE B

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

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

### Entry requirements

Learners should be aged 16 and over, but otherwise there are no specific entry requirements for this programme.

### Course delivery and assessment

Hallmark publishes all the learning materials required to complete the qualification. These materials have been officially endorsed by the Awarding Organisation, NCFE CACHE. The learning materials comprise a set of high-quality knowledge workbooks that are designed to suit a range of delivery methods. Within these workbooks, learners have the opportunity to work through a series of reflective activities that are designed to reinforce the learning process and test their knowledge. The materials also include assessment booklets that allow learners to complete a portfolio of evidence and demonstrate their achievement of all the learning outcomes associated with each unit. Hallmark also provides a comprehensive tutor guide to support centres delivering this qualification.



**For further information, please contact:**

**Janice Rhodes on 07816 548956**

**ITS Group, Park Road, Barnsley, South Yorkshire, S70 1YD**