



# Global Training Centre

## 101, Lockhurst Lane, Coventry, CV6 5SF

Course Name	<b>Level 2 Certificate in Understanding Behaviour that Challenges</b>
Qualification achieved	TQUK Level 2 Certificate in Understanding Behaviour that Challenges (RQF) 603/2944/0

<b>Course Structure</b>
<p>This course is completed as a distance learning qualification by:</p> <ul style="list-style-type: none"><li>• Individual research at home under the guidance of your personal assessor</li><li>• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor</li></ul> <p>There is no observation of practice at your place of employment required to complete this course.</p> <p>There are no exams required to achieve the qualification</p>
<b>Course Duration</b>
This course can be completed in as little as 3 weeks. Average learning time is 105 hours. This course has a limit of 3 months to complete from enrolment date.
<b>Costs</b>
This course is non funded and costs £150 to undertake. We are able to offer an instalment plan to those that require it but release of certification is not possible until the cost of the course is paid in full.
<b>Who can enrol for this course?</b>
Must be aged 18+. Anyone employed who may deal with challenging behaviour, regardless of employment sector. Anyone who is employed in the health care sector. Anyone who works in health care sector but not necessarily involved directly with individuals that require care (for example admin staff, receptionist, kitchen staff, housekeepers)
<b>Entry Requirements</b>
There are no specific entry requirements however learners should have a minimum of Level 1 in literacy and numeracy or equivalent.
<b>Who is this course suitable for?</b>
This course is designed for <ul style="list-style-type: none"><li>• Health care workers</li><li>• Individuals employed in any sector but wishing to move into a Health and Social care role</li><li>• Individuals with pending employment into Health and Social Care</li><li>• Individuals who work in environments where challenging behaviour can exist</li></ul>
<b>Certification</b>
Upon successful completion of this course you will be issued with a hard copy of your certificate.

What will I learn by taking this course

**This course has 4 mandatory units**

- Understand how to manage a situation when an individual is acting in a challenging manner
- Understand how to prepare to manage an incident of behaviour that challenges
- Understand how to recognise that an individuals' behaviour has the potential to intensify
- Understand legislation and support relevant to behaviour that challenges

The benefits of taking this course will provide you with the knowledge and understanding of

You will gain an understanding of how to manage challenging behaviours. You will understand the laws and regulations including rights of the individual. You will be able to recognise potential triggers to negative behaviours and how to recognise situations that may arise leading to challenging behaviours.

- Understand key terms associated to behaviour that challenges
- Be able to recognise challenging behaviour in others
- Understand the reasons why an individual may behave in a way that is challenging.
- Understand legislation relevant to behaviour that challenges.
- Understand best practice relevant to behaviour that challenges.
- Understand support available for individuals impacted by behaviour that challenges.
- Understand how to prevent challenging behaviour through promotion of positive behaviour
- Understand the role of strategy in supporting individuals who demonstrate behaviour that challenges.
- Understand the role of communication in supporting individuals who demonstrate behaviour that challenges.
- Understand how their own actions can impact upon an individual who is exhibiting challenging behaviour.
- Understand the impact of an individual's challenging behaviour.
- Understand how to manage behaviour that challenges during an incident.
- Understand how to support an individual to consider their own behaviour after a challenging incident.
- Understand additional support available to those who exhibit challenging behaviour.