

Course Information Sheet

Behaviour that Challenges Level 2 Certificate



Course Description:

Master the art of understanding and supporting individuals exhibiting challenging behaviours. Challenging behaviour can arise in various settings. This qualification will support you to develop the knowledge and skills to effectively respond to and support individuals exhibiting such behaviours. You will gain a comprehensive understanding of the root causes of challenging behaviour, learn effective communication strategies, and explore de-escalation techniques.

Key areas covered include:

- Introduction to challenging behaviour, different types, and their impact on individuals and settings.
- Exploring the underlying causes of challenging behaviour, communication styles, and active listening skills.
- Learning de-escalation techniques, positive reinforcement strategies, and managing conflict situations.
- Creating a supportive and inclusive environment, promoting positive interactions, and understanding legal frameworks.
- Reflective practice, professional boundaries and self-care strategies.

Who should join this course?

This course is ideal for:

- Individuals working in education, healthcare, social care, or childcare settings who encounter challenging behaviours.

- Parents, guardians, or carers wanting to gain a deeper understanding of supporting individuals exhibiting challenging behaviours.
- Anyone interested in developing the skills to manage and respond to challenging situations effectively.

Entry Requirements

Previous level 1 maths and English achievement or demonstrating the ability to work at these levels is recommended

Progression Opportunities:

This course can serve as a stepping stone to further qualifications in health and social care, such as Level 3 diplomas in supporting individuals with complex needs or working with children and young people.

How do I enrol?

To apply for this course online at www.oucoursesouthwest.co.uk and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.

How will the course be delivered?

This is an **E-Learning course** and is exclusively delivered via an online learning, self-study programme. You will be enrolled for an online learning platform and will work independently through the units and materials provided.

Will I need to practise outside the classroom?

This is an E-learning course, and your study pattern is self-managed. A commitment of 2 - 3 hours per week is suggested to enable successful completion of the course within the timescale of 20 weeks.

How will I know I'm making progress?

You will receive regular feedback from an assessor following completion and submission of individual units.

What will I need?

A laptop or desktop computer with internet access is required for completion of coursework and home learning

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA).

It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onsouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

