Qualification Specification
603/5120/2
iCQ Level 2 Certificate in Understanding Behaviour that Challenges

Qualification Details

Title :	iCQ Level 2 Certificate in Understanding Behaviour that Challenges
Awarding Organisation :	iCan Qualifications Limited
Fees Price List Url :	https://icanqualify.net
Qualification Type :	RQF
Qualification Level :	2
Regulation Start Date :	3 September 2019
Offered In England :	Yes
Offered In Wales :	No
Offered In Northern Ireland :	No
Assessment Language In English :	Yes
SSA :	1.3 - Health and social care
Purpose :	Occupational Qualification
Total Credits :	18
Min Credits at/above Level :	18
Total Qualification Time :	180
Guided Learning Hours :	150
Overall Grading Type :	Pass
Assessment Methods :	Portfolio of Evidence
Structure Requirements :	To achieve the qualification the learner must complete all 4 units in mandatory Group A.
Age Ranges :	16-18; 19+
Qualification Objective :	This qualification is designed to increase learners' awareness and understanding of behaviour that challenges and its effects. By completing the qualification, learners will develop in-depth knowledge of behaviour that challenges which could support progression onto other appropriate qualifications and into relevant employment in the health and social care sector. This qualification would be valuable to learners already working in education and health and social care settings.
Entry Requirements :	None
Progression :	The learner may progress to the iCQ Level 2 Diploma in Care or the iCQ Level 3 Diploma in Adult Care.

Qualification Specification
603/5120/2
iCQ Level 2 Certificate in Understanding Behaviour that Challenges

Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
All) All Groups	No	0	0	0	0	0
A) Group A Mandatory Units	**Yes**	4	4	4	18	18

Group A Group A Mandatory Units

URN	Title	Level	GLH	Credit
F/617/8102	Understanding the principles of behaviour that challenges	2	30	3
J/617/8103	Understanding person centred support when identifying and managing behaviour which may challenge	2	40	5
L/617/8104	Understanding good practice strategies to promote positive behaviours	2	40	5
R/617/8105	Understanding the impact of behaviours on the individual and self	2	40	5

Unit: F/617/8102 : Understanding the principles of behaviour that challenges	
Understand behaviour that challenges	
Assessment Criteria	
01	Describe what is meant by: a) Behaviour that challenges b) Positive behaviour
02	Outline different behaviours displayed that could be perceived as challenging including: a) verbal b) non-verbal c) physical
Know the different ways behaviours can be exhibited	
01	Describe the difference between conflict and behaviour that challenges
02	Explain what is meant by the terms: a) Aggression b) Passive behaviour c) Assertive behaviour
03	Identify the differences between aggression and assertive behaviour
Understand why people present with behaviour that is perceived as challenging	
01	Explain how behaviour can be interpreted as a form of expression
02	Describe how behaviour expressed can be a symptom of something else
03	Identify possible reasons for behaviour that has been expressed

Unit: J/617/8103 : Understanding person centred support when identifying and managing behaviour which may challenge	
Know how to identify when an individual's behaviour may escalate	
Assessment Criteria	
01	Outline how to recognise changes in individuals that may indicate an episode of behaviour that challenges
02	Describe a behavioural trigger
03	Explain why it is important to identify patterns of behaviour and triggers to behaviour that challenges
04	Describe why it is important to support individuals to recognise their own limitations and take avoidance actions
Understand the importance of communication in managing behaviour	
01	Identify a range of communication methods that can be used
02	Explain why non-verbal communication is important
03	Outline a range of communication barriers
04	Describe different ways to overcome communication barriers
05	Explain how communication can be adapted to meet the needs and preferences of each individual
06	Explain how your communication can have an impact on others
07	Describe how effective communication can support behavioural management
Understand relevant legislation and rights of individuals when supporting behaviour that may challenge	
01	Outline the legislative framework that applies to individuals who present with behaviour that challenges including: a) Rights b) Safeguarding c) Deprivation of liberty
02	Describe the agreed ways of working in your workplace to protect an individual who presents with behaviour that challenges
03	Explain how to monitor interventions and safeguard individuals
04	Describe why it is important to monitor behavioural interventions and record behaviours that challenge

Unit: L/617/8104 : Understanding good practice strategies to promote positive behaviours	
Understand strategies to support positive behaviour	
Assessment Criteria	
01	Describe different strategies that could be used to support positive behaviour
02	Identify the advantages of proactive behavioural strategies in supporting positive behaviour
03	Explain the impact of using reactive strategies in supporting positive behaviour
Know how behavioural and support plans can be used to support individuals managing their own behaviours	
01	Identify different strategies that can be used to support individuals to manage their own behaviour
02	Describe how an individual's plans can be used to support positive behaviour including their: a) behavioural plan b) support plan
03	Explain why it is important that person-centred approaches are used to establish an individual's support strategy
04	Outline how different support networks can help an individual with regard to promoting positive behaviour
Understand how to manage behaviour that challenges	
01	Explain what positive reinforcement is and why it is important
02	Describe how confrontation with someone who is emotionally agitated can be avoided
03	Outline how knowledge of the individual can be used to help to manage behaviour that challenges
04	Explain how dignity of individuals can be maintained when responding to incidents of behaviour that challenges
05	Describe a range of different techniques that can be used to defuse behaviour that challenges
06	Explain how your own actions and behaviours may impact on an individual's behaviour including: a) How it can defuse situations b) How it can exacerbate an individual's behaviour

Unit: R/617/8105 : Understanding the impact of behaviours on the individual and self	
Understand the impact of behaviour that challenges	
Assessment Criteria	
01	Explain how others behaviour can impact on an individual including: a) Lack of understanding b) Attitude
02	Outline how behaviour that challenges may have an impact or effect on: a) the individual showing behavioural challenges b) others
03	Explain how behaviour that challenges may potentially impact own and others feelings and attitudes in the: a) short-term b) long-term
Know the support available to support maintaining your own wellbeing	
01	Describe a range of support services available to those involved in episodes of behaviour that is challenging
02	Identify support systems available to maintain your own wellbeing
03	Describe why it is important to be able to access appropriate support systems
Understand the benefits of reflection following episodes of behaviour that challenges	
01	Explain how reflecting on an incident of behaviour can assist in managing future behavioural strategies
02	Describe how your own reactions and actions can impact on behaviour that challenges
03	Identify the possible consequences of your own actions on the individual displaying behaviour that challenges
04	Describe how you can support individuals to understand their behaviour in terms of: a) events and feelings leading up to it b) their actions c) the consequences of their behaviour
Know the role of others in supporting individuals who exhibit behaviour that is perceived as challenging	
01	Identify referral services available in your area which can be used to provide support for individuals
02	Describe your own limitations and accountabilities when proving support to individuals exhibiting behaviour that is perceived as challenging
03	Explain your role in recording and reporting incidents of behaviour that is challenging