



CITY AND ISLINGTON
COLLEGE

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Westminster
Kingsway College

The College of
Haringey, Enfield
and North East London



Capital
City
College
Training

Understanding Behaviour That Challenges - Level 2 Certificate (NCFE)

This qualification is designed to increase awareness and understanding of behaviour that challenges and its effects. By completing the qualification, you 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.

Understanding behaviour that challenges could be useful to individuals working in education settings. Challenging behaviour is causing increasing concern today, as many individuals have increased levels of stress and uncertainty in their lives. This behaviour can be due to factors such as anxiety, neglect, abuse, learning disabilities and conditions like dementia. Understanding the causes of challenging behaviour is the first step towards finding ways to support individuals and manage their behaviour.

You can enrol on our FREE distance learning courses from the comfort of your own home, with all workbooks and assessments available online with the help of your tutor who will be assigned to support you throughout your training. All you'll need is a computer (laptop or PC, Windows, or Mac), tablet and access to the internet.

Awarding body: NCFE/CACHE

Duration of course: 2-3 Months

Guided learning hours: 130

WHAT WILL I STUDY?

To be awarded the Level 2 Certificate in Understanding Behaviour that Challenges, learners are required to successfully complete 4 mandatory units:

- Unit 01 – Understanding behaviour that challenges
- Unit 02 – Understanding how to support positive behaviour
- Unit 03 – Understanding the importance of effective communication and the management of behaviour that challenges
- Unit 04 – Understanding the role of reflection and support for those Involved in incidents

WHAT WILL I NEED?

Time: This is an online course that you can work on at your own pace. You will be allocated a tutor to provide you with online guidance and support.

Duration: This course typically takes 2 - 3 months to complete

Venue: Online



To enrol with us you must live in London or a non-devolved area of England and:

- Be aged 19 or over
- Be able to provide a British or Irish Passport with three years' residency in the EU/EEA or
- Have a European Union Settlement Scheme residence (EUSS) with three years' residency in the EU/EEA and UK and have lived in the UK prior to 31 December 2020 or
- Have a biometric residence card permitting study in the UK along with having lived in the UK for the at least the last three years and
- Be able to provide current proof of JSA, IS, UC or ESA or proof of salary

You will be contacted and asked to complete a short English assessment and enrolment, online or at the college.

WHAT WILL IT COST?

FREE – If you meet the eligibility criteria

WHAT CAN I DO AFTER?

The qualification can support progression to further sector-specific training and qualifications for the following types of roles:

- Customer Service
- Education
- Voluntary sector
- Sport and Recreation
- Hospitality
- Travel and Tourism

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Venue: Online

