

Qualification

Level 2 Certificate in Understanding Behaviour that Challenges (603/1062/5)





Course Description

The **Level 2 Certificate in Understanding Behaviour that Challenges** is a knowledge-based qualification designed to develop learners' understanding of behaviour that challenges and its impact on individuals, staff, families, and others.

The course explores why behaviour may be perceived as challenging, how it can be understood as a form of communication, and how positive, person-centred approaches can be used to support individuals effectively. Learners also develop understanding of communication strategies, de-escalation, reflection, and support following challenging incidents. This qualification is suitable for learners working in, or progressing into, health, social care, education, and related settings.

Course Structure

The **Level 2 Certificate in Understanding Behaviour that Challenges** consists of **four mandatory units**:

**UNIT
01**

**Understand
Behaviour that
Challenges**

**UNIT
02**

**Understand How
to Support Positive
Behaviour**

**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**



How We Support You – Our Support and Delivery Model

Our courses are designed to be accessible, supportive, and suitable for learners at all levels. All learning materials are written in clear, straightforward language to help learners build understanding and confidence.

Courses are delivered entirely through **self-paced distance learning** via our online platform, enabling learners to study flexibly alongside work, education, or personal commitments.

Learners have continuous access to tutor support throughout their course. Tutors can be contacted via the VLE or email, with responses typically provided within 24 to 48 hours.

Additional **on-demand support sessions** may be arranged where required. Regular **live webinars** are also offered, subject to tutor availability, providing opportunities for engagement, questions, and reinforcement of learning.

Assessment Process

Assessment is completed through:

Written assignments

There are **no formal examinations**. Assessment focuses on demonstrating understanding, awareness, and the ability to apply knowledge appropriately.

Course Duration

The course offers **130 Guided Learning Hours (GLH)** and is delivered through flexible, self-paced learning. It can typically be completed within approximately **3–4 months**, depending on the learner's own pace. Course access expires after one year, and a re-enrolment charge is applicable.



Our Process

01.

Choose & Pay for Your Course Online

Select your desired course and payment method online. Opt for either full payment or convenient monthly instalments where available. Complete your payment after filling out the application form.

02.

Fill Out the Enrolment Form

After payment, you will be prompted to complete the enrolment form. This form gathers all necessary details required for your registration with the awarding organisation.

03.

Access the VLE – Moodle

Start your course on our user-friendly Virtual Learning Environment (VLE). Here, you will find all learning materials, resources, and guidance required to support your studies. Your dedicated tutor will guide you through the process and provide feedback throughout your learning journey.

04.

Submit Assignments & Receive Feedback

Engage in the learning process by submitting assignments through the VLE. Your assigned tutor will provide constructive feedback to help you refine your work and make progress in your studies.

05.

Successfully Complete Assignments

Work diligently to complete all required course components and assessment tasks. Your commitment and effort will contribute to successful course completion.

06.

Obtain Your Accredited Certificate

Upon successfully completing the course, your work will undergo internal quality assurance and external verification. Once approved, you will receive an Ofqual-regulated accredited certificate recognising your achievement.



Course Brochure Takeaways

A nationally
recognised
Level 2
Certificate

In-depth
understanding
of behaviour
that challenges

Flexible online,
self-paced
learning

No exams or
placement
requirements

Strong
progression
into health, social
care, education,
and support
role

Level 2 Certificate in Understanding Behaviour that Challenges

Apply Now