|  |
| --- |
| LEVEL 2 CERTIFICATE IN UNDERSTANDING BEHAVIOUR THAT CHALLENGES |
|  |
| **Module B assessment**  |
|  |
| **After completing your assessment please return it to your tutor/learning provider.** |
|  |
| **ADVICE TO ALL CANDIDATES** * Please complete both the personal details and candidate statement boxes below.
* Complete all questions in this assessment.
* Type your answers in the boxes provided.
* You do not need to return your completed activities for the units – just this assessment.
* If you require any assistance or guidance please contact your tutor/learning provider.
 |
| **PERSONAL DETAILS** |
| Name |  |
| Contact Address |  |
| Postcode |  |
| Telephone no. |  | evening |  | day |
| Email |  | home |  | work |
|  |
| **CANDIDATE STATEMENT**I conﬁrm that the answers in this assessment were completed by myself and are my own work.Signature (type name)Date |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **Assessment 3.1: The importance of communication in managing behaviour** |
| (The reference in brackets at the end of each task refers to the assessment criteria for the learning outcomes of this qualification and is for your tutor's/learning provider’s use.) |
| **1. Identify a range of communication methods including at least two non-verbal, two****verbal and two methods from the ‘other’ category. (1.1)** |
| **a) Non-verbal:****b) Verbal:****c) Other methods:** |
| **2. Explain the importance of non-verbal communication. (1.2)** |
|  |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **3. a) Describe three barriers to understanding the communication OF others****(for example, hearing loss). (1.3)** |
| **i)****ii)****iii)****b) Give five examples of barriers that may prevent an individual’s communication****from being understood BY others (for example, stimming). (1.3)****i)****ii)****iii)****iv)****v)** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **4. Identify ways to overcome barriers to communication for each category below. (1.4)** |
| **a) Basic needs:****b) Environmental factors:****c) Communication methods and aids:****d) Creative ideas:** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **5. Using the headings below, describe how to adapt communication so that it meets****the needs and preferences of each individual. (1.5)** |
| **a) Person-centred:****b) Age appropriate:****c) Consistent:** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **6. a) Explain the positive effects that communication can have on others. (1.6)** |
| **b) Explain the negative effects that communication can have on others. (1.6)** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **Assessment 3.2: How to manage behaviour that challenges** |
| **7. a) What is ‘positive reinforcement’? (2.1)** |
| **b) Explain the importance of positive reinforcement. (2.1)** |
| **8. Identify five ways to avoid confrontation with someone who is emotionally****agitated. (2.2)** |
| **a)****b)****c)****d)****e)** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **9. Describe how using knowledge of an individual can help to manage behaviour that****challenges. (2.3)** |
|  |
| **10. Outline five ways to maintain the dignity of individuals when responding to****incidents of behaviour that challenges. (2.4)** |
| **a)****b)****c)****d)****e)** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **11. Describe six techniques that are used to defuse behaviour that challenges. (2.5)** |
| **a)****b)****c)****d)****e)****f)** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **12. Explain how your own actions can either defuse a situation or exacerbate it****(make an individual’s behaviour more challenging). (2.6)** |
| **a) Defuse:****b) Exacerbate:** |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **Assessment 3.3: The role of others in supporting individuals** |
| **13. In the table below, identify three referral services that are available to provide****support to individuals who exhibit behaviour that is challenging. Outline the ways****that each service can help. (3.1)** |
|

|  |  |
| --- | --- |
| **Support service** | **How the service can help** |
|  |  |
|  |  |
|  |  |

 |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **14. Describe your own limitations and accountabilities when supporting individuals****exhibiting behaviour that is perceived as challenging. For example, you might****want to consider the limitations placed on you in terms of the training you have****received, the law or the environment you work in. (3.2)** |
|  |

|  |  |
| --- | --- |
| UNDERSTAND THE IMPORTANCE OF EFFECTIVE COMMUNICATION AND THE MANAGEMENT OF BEHAVIOUR THAT CHALLENGES | UNIT 3 |
|  |
| **15. Describe how to record and report incidents of behaviour that is****challenging. (3.3)** |
| **a) Record:****b) Report:** |

|  |  |
| --- | --- |
| UNDERSTAND THE ROLE OF REFLECTION AND SUPPORT FOR THOSEINVOLVED IN INCIDENTS OF BEHAVIOUR THAT CHALLENGES | UNIT 4 |
|  |
| **Assessment 4.1: Reflecting on behaviour that challenges** |
| **1. Explain how reflection on an incident of behaviour that challenges can assist in****managing future behaviour. (1.1)** |
|  |
| **2. Describe how your own reactions may affect behaviour that challenges. (1.2)** |
|  |
| UNDERSTAND THE ROLE OF REFLECTION AND SUPPORT FOR THOSEINVOLVED IN INCIDENTS OF BEHAVIOUR THAT CHALLENGES | UNIT 4 |
|  |
| **3. Describe, using examples, possible consequences of your actions in response to****behaviour that challenges. (1.3)** |
|  |
| **4. Describe how to support individuals to understand their behaviour in the following****areas. (1.4)** |
| **a) Events and feelings leading up to behaviour:** |

|  |  |
| --- | --- |
| UNDERSTAND THE ROLE OF REFLECTION AND SUPPORT FOR THOSEINVOLVED IN INCIDENTS OF BEHAVIOUR THAT CHALLENGES | UNIT 4 |
|  |
| **4. (*Continued*)** |
| **b) The individual’s actions:****c) The consequences of the behaviour:** |

|  |  |
| --- | --- |
| UNDERSTAND THE ROLE OF REFLECTION AND SUPPORT FOR THOSEINVOLVED IN INCIDENTS OF BEHAVIOUR THAT CHALLENGES | UNIT 4 |
|  |
| **Assessment 4.2: The support available to maintain your own well-being** |
| **5. Outline a range of formal and informal support services available to those involved****in episodes of behaviour that is challenging. (2.1)** |
| **a) Formal:****b) Informal:** |

|  |  |
| --- | --- |
| UNDERSTAND THE ROLE OF REFLECTION AND SUPPORT FOR THOSEINVOLVED IN INCIDENTS OF BEHAVIOUR THAT CHALLENGES | UNIT 4 |
|  |
| **6. Describe the support systems available to maintain your own well-being. (2.2)** |
|  |
| **7. Explain the importance of accessing appropriate support systems. (2.3)** |
|  |

|  |
| --- |
| **Well done!****You have now completed the questions for Module B. Please return your****assessment to your tutor/learning provider. They will provide you with feedback on the assessment. If you need any further help or guidance, please contact your tutor/learning provider.****Don’t forget to complete the ‘Personal details’ and ‘Candidate statement’ boxes on the front page of this assessment.** |