Understanding Behaviour that Challenges

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Campus: Distance Learning
Code: DLAC019
Level: 2

About This Course

As well as attaining a nationally recognised qualification upon completion, you will gain a thorough understanding of the common causes and triggers of behaviour that challenges. You will also learn about effective communication skills and de-escalation techniques. Knowing how to anticipate behaviour that others may find challenging and how to respond to these situations appropriately can help to create a more harmonious living or working environment.

This qualification is offered from NCFE.

What Will I Study?

You will study a range of topics including:

- Understanding Behaviour that Challenges
- Understand How to Support Positive Behaviour
- Understand the Importance of Effective Communication and the Management of Behaviour that Challenges
- Understand the Role of Reflection and Support for those Involved in Incidents of Behaviour that Challenges

Why Study Here?

- Learn from industry-experienced and well-qualified tutors who have spent many years in the Social Care sector and have specialist qualifications and knowledge to bring to their teaching
- Learn from your own home, in your own time
- Achieve a nationally recognised Level 2 qualification
- Access to award winning learning and assessment materials

- Access to a Learner Support Advisor for everyday queries

Entry Requirements

To be eligible to undertake our free distance learning courses you must meet the below criteria:

- Living in the UK and aged 19+
- If you are aged 19-23 you must hold a full Level 2 qualification and not currently enrolled on an apprenticeship
- Aged 24 or above – free to everyone

Individuals who reside in the following devolved local enterprise partnerships (LEP) cannot be funded through us and will need to contact their local provider:

- Greater Manchester Combined Authority
- Liverpool City Region Combined Authority
- Cambridgeshire & Peterborough Combined Authority
- Cornwall Combined Authority
- West of England Combined Authority
- West Yorkshire Combined Authority
- North of Tyne Combined Authority
- Tees Valley Combined Authority
- West Midlands Combined Authority
- Greater London Combined Authority
- South Yorkshire Mayoral Combined Authority
- North East Mayoral Combined Authority
- East Midlands Combined County Authority
- Hull and East Yorkshire Combined Authority
- The Lancashire Combined Authority
- The Greater Lincolnshire Combined Authority
- Devon and Torbay Combined Authority
- Bunckinghamshire Council
- Surrey County Council
- Warwickshire County Council

You will also need to provide a personal statement (minimum of 100 words).

What Courses Can I Progress Onto?

- Other courses in Health & Social Care and/or Education

Additional Information

This course is free of charge if you meet the criteria for funding. To be eligible for funding you must be aged 19 or over, have been living in the United Kingdom for the last three years and have not

previously completed the course you are wanting to enrol on. Email: dl@rnntraining.co.uk

PLEASE NOTE

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2026-27. However, we do reserve the right to make changes if necessary.

Last updated: 19th November 2026