



**Level 4 Award in Managing Aggressive and Challenging  
Behaviour in the Workplace**

**Qualification Specification**

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## Introduction

The Level 4 Award in Managing Aggressive and Challenging Behaviour in the Workplace provides a nationally recognised qualification for candidates working in the education, health and social care sectors who wish to develop the essential knowledge and skills around supporting individuals who present behavioural challenges. Topics include: identifying potentially escalating behaviour, strategies which can reduce the use of physical interventions, making evidence-based decisions, and post crisis approaches.

The awarding organisation for the qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for the qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland. The qualification has been accredited onto the Regulated Qualifications Framework (RQF).

## Qualification Profile

### Level 4 Award in Managing Aggressive and Challenging Behaviour in the Workplace

Qualification title	<b>ProQual Level 4 Award in Managing Aggressive and Challenging Behaviour in the Workplace</b>
Ofqual qualification number	600/7890/X
Level	Level 4
Total qualification time	50
Guided learning hours	15
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1 February 2013
Qualification end date	

## Entry Requirements

There are no formal entry requirements for this qualification.

Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

## Qualification Structure

Candidates must complete both of the Mandatory units.

Mandatory Units			
Unit Reference Number	Unit Title	Unit Level	GLH
J/504/6240	Managing the risk of aggressive and challenging behaviour in the workplace	4	10
R/504/6239	Managing the risks associated with crisis behaviour in the workplace	4	10

## Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

### Staff

Staff delivering the qualification must be appropriately qualified and occupationally competent.

### Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

## Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

## Assessment

Candidates must demonstrate the level of knowledge and skill described in the units. Assessment is the process of measuring a candidate's knowledge, understanding and performance against the standards set in the qualification.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- assignments/projects/reports
- worksheets
- portfolio of evidence
- record of oral and/or written questioning
- candidate test papers

**Learning outcomes** set out what a candidate is expected to know, understand or be able to do.

**Assessment criteria** specify the standard a candidate must meet to show the learning outcome has been achieved.

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

*Learning outcomes and assessment criteria for the qualification can be found from page 7 onwards.*

## Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

## Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

## Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

## Certification

Candidates who achieve the requirements for qualifications will be awarded:

- A certificate listing the units achieved, and
- A certificate giving the full qualification title -

**ProQual Level 4 Award in Managing Aggressive and Challenging Behaviour in the Workplace**

### Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the requirements for a qualification. All certificates will be issued to the centre for successful candidates.

### Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

## Learning Outcomes and Assessment Criteria

### Unit J/504/6240

## Managing the risk of aggressive and challenging behaviour in the workplace

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Identify behaviour that indicates an escalation towards aggressive and violent behaviour in the workplace	1.1 Define workplace aggression and violence 1.2 Describe the responsibilities of employers and employees 1.3 Identify an appropriate intervention for each level of behaviour
2 Be able to take appropriate measures to avoid, decelerate and/or de-escalate crisis situations in the workplace	2.1 Describe elements of good interpersonal behaviour and demonstrate how non-verbal strategies can be used to decelerate behavioural responses associated with a crisis 2.2 Describe typical verbal behaviour associated with crisis situations and demonstrate the use of verbal deceleration and de-escalation techniques 2.3 Explain the importance of effective listening 2.4 Identify key approaches associated with empathetic listening 2.5 Identify precipitating factors for crisis behaviour 2.6 Explain how precipitating factors for crisis behaviour impact on staff and service users 2.7 Explain how the continued importance of professional values ensures the care, welfare, safety and security of all those involved in a crisis situation

## Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

## Unit R/504/6239

### Managing the risks associated with crisis behaviour in the workplace

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Be able to assess the level of risk associated with crisis behaviour in the workplace	1.1 Explain the importance of provided person centred pro-active services 1.2 Describe the principles of risk assessment and risk reduction 1.3 Carry out a behavioural risk assessment
2 Be able to make decisions related to the management of risks associated with crisis behaviour in the workplace	2.1 Provide a rationale for decision making and give justification for actions made in relation to risk behaviour 2.2 Explain how the continued importance of professional values ensure the care, welfare, safety and security of all those involved in crisis situations
3 Be able to use suitable and acceptable physical interventions to reduce or manage risk behaviour in the workplace	3.1 Respond to risk behaviour using non-verbal, verbal and physical approaches 3.2 Use physical interventions to reduce or manage risk behaviour 3.3 Identify the risks associated with the use of physical interventions 3.4 Describe the warning signs associated with the adverse impact of physical interventions and identify corrective actions to minimise harm
4 Be able to identify the impact of crisis events in the workplace	4.1 Explain the potential impact that crisis situations have on staff and service users
5 Be able to identify and use post crisis responses in the workplace	5.1 Use a post crisis model for action that will help bring about necessary closure and a re-establishment of relationships 5.2 Explain the importance of documentation and reporting following a crisis event

## Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.



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