

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Working with Behaviour that Challenges in Youth Work Settings

Unit Reference Number: L/618/1889

Level: Three (3)

Credit Value: Two (2)

Minimum Guided Learning Hours: 14

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand what is meant by conflict and challenging behaviour	1.1 Define what is meant by behaviour that challenges
	1.2 Explain the impact of conflict and behaviour that challenges in a youth work setting
	1.3 Compare examples of conflict and behaviour that challenges that can occur in a youth work setting
	1.4 Explain why it is important to develop a trusting and respectful relationship with young people
	1.5 Explain the importance of setting and maintaining appropriate boundaries and expectations with young people
	1.6 Evaluate own values in relation to working with young people and managing young people's behaviour
	1.7 Explain internal and external influences that can contribute to the presentation of conflict and behaviour that challenges in a young person
2. Be able to de-escalate conflict and behaviour that challenges in youth work settings	2.1 Explain de-escalation techniques that can be used to address conflict and behaviour that challenges in a youth work setting

	2.2	Analyse own strengths and weaknesses in dealing with conflict and behaviour that challenges in youth work settings
	2.3	Demonstrate methods of defusing conflict and behaviour that challenges in youth work settings
3. Understand the role of feedback in relation to changed behaviour in a youth work setting	3.1	Explain how positive feedback affects and enhances behavioural change in young people
	3.2	Demonstrate methods of providing positive acknowledgement of changed behaviour
	3.3	Analyse examples of the impact of positive acknowledgement of changed behaviour in a youth work setting
4. Understand when support is required in managing conflict and behaviour that challenges	4.1	Explain situations when additional support is required to manage conflict and behaviour that challenges
	4.2	Evaluate support mechanisms available when managing conflict and behaviour that challenges
5. Be able to develop own practice in relation to conflict and behaviour that challenges	5.1	Explain own practice in relation to conflict and behaviour that challenges in youth work settings
	5.2	Reflect on own practice in relation to managing conflict and behaviour that challenges
	5.3	Create a development plan to enhance own skills in managing conflict and behaviour that challenges