

MANAGING DIFFICULT AND CHALLENGING BEHAVIOURS

Increase your confidence and gain an understanding

- Of the causes of challenging behaviour
- The importance of debriefing and self-care following incidents involving challenging behaviour
- What to do when challenging behaviour happens
- Skills to defuse difficult situations

This **Nationally Recognised** unit is suitable for staff that are required to handle difficult incidents and respond effectively to behaviours of concern of people. Learn how to identify behaviour, plan and apply responses and report and review incidents.

What will you learn?

Unit of competency: **CHCCCS020 Respond effectively to behaviours of concern**

Element: **Identify behaviour and plan response**

Performance Criteria: Identify behaviours of concern in line with work role and organisation policies and procedures
Identify appropriate response to potential instances of behaviours of concern
Ensure planned responses to behaviours of concern maximise the availability of other appropriate staff and resources
Give priority to safety of self and others in responding to behaviours of concern

Element: **Apply response**

Performance Criteria: Ensure response to instances of behaviours of concern reflect organisation policies and procedures
Seek assistance as required
Deal with behaviours of concern promptly, firmly and diplomatically in accordance with organisation policy and procedure
Use communication effectively to achieve the desired outcomes in responding to behaviours of concern
Select appropriate strategies to suit particular instances of behaviours of concern

Element: **Report and review incidents**

Performance Criteria: Report incidents according to organisation policies and procedures
Review incidents with appropriate staff and offer suggestions appropriate to area of responsibility
Access and participate in available debriefing mechanisms and associated support and/or development activities
Seek advice and assistance from legitimate sources as and when appropriate

ACCESS

Study when you want! Access your course content anytime, anywhere, from the comfort of your own home or workplace.

FLEXIBLE LEARNING

Select a study method that works for you:
Full online learner guide and assessment; or
Hard copy learner guide with on-line assessment

Group and workplace training available on request

Frequently Asked Questions

WHAT ARE THE ASSESSMENTS?

Relax! There are no set exams or test. Programs offered by Medical Administration Training Pty Ltd incorporates competency-based assessment. Competency-based training emphasises what a person can do in the workplace as a result of completing training. You will complete assessments during the course to demonstrate you have attained the required skills and knowledge by completing various activities and projects and answering questions.

WHAT ARE THE COURSE FEES?

The total fee for this course is \$295

Payment method: Credit Card or Direct Deposit

WHAT IS INCLUDED IN THIS COURSE?

- All learning and assessment material
- Trainer Support during business hours

Upon successful completion of this course you will receive a nationally recognised Statement of Attainment

HOW LONG DOES THE COURSE TAKE?

All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete in much less time should you wish.

WHEN CAN I START?

You can start as soon as you have enrolled.

IS THERE ANYTHING I NEED TO COMPLETE THIS COURSE?

There are five ACSF Indicator levels. 1,2,3,4,5. [Click here](#)
This course requires students to have foundation skills levels Numeracy 2, Learning 2, Writing 3, Reading 3, Oral Communication 3 in English as well as basic computing skills and access to a computer and the internet to complete this course.
Enrolment Terms and conditions can be viewed in our Student Handbook [Click here](#).

WHAT SUPPORT IS PROVIDED?

At MAT we understand that returning to study or learning online for the first time can be a little daunting. From the moment you enrol you will have our support. Just send us an email or call we are happy to step you through.

Each student will be allocated a trainer support officer to guide them through their study journey. They can be contacted during business hours. Students have unlimited access to their trainer support and there is no additional cost for this service.

CAN I CONTINUE MY STUDIES WITH MEDICAL ADMINISTRATION TRAINING?

Absolutely! Medical Administration Training offers fully accredited training in Certificate III up to Diploma level qualifications in Health Administration. We also offer a number of industry specific short courses. All our successful students are offered further discounts on our courses (not applicable for funded courses).

Why study with MAT

Medical Administration Training Pty Ltd (MAT) is a specialist provider of administration courses to the health industry. We have been delivering these courses Australia wide since 2004.

WE AIM TO PROVIDE THE BEST QUALITY TRAINING COMBINED WITH OUTSTANDING STUDENT SUPPORT

- You can enrol any time (no set intake dates)
- Excellent advice and support – All our trainers are qualified and have current industry experience
- Flexible study options
- You can study at the time and place that works for you




[Apply Now](#)

ABOUT US

We are a privately owned Australian based Registered Training Organisation (RTO 31078). Our courses are nationally recognised. As a student of Medical Administration Training Pty Ltd you will be a valued member of an organisation that really cares about your success.

You'll get ongoing advice and learning support from your own dedicated mentor, and you'll learn from highly skilled, experienced trainers who are 100% committed to your success.

FOR MORE INFORMATION OR TO TALK TO A COURSE ADVISOR, PLEASE CONTACT US:

 **1300 887 082**
 **info@medtrain.com.au**
 **www.medtrain.com.au**



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