



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTCSD306C Respond effectively to difficult or challenging behaviour**

**Release: 1**

## **HLTCSD306C Respond effectively to difficult or challenging behaviour**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit of competency describes the skills and knowledge required to respond effectively to difficult or challenging behaviour of clients and others

These skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties

### **Application of the Unit**

#### **Application**

The unit will be suitable for work roles such as Security Officers, Care Assistance Workers and others exposed to difficult and challenging behaviour

Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1. Plan response

1.1 Identify appropriate response to potential instances of *difficult or challenging behaviour* in line with work role and organisation policies and procedures

1.2 Ensure *planned responses* to difficult or challenging behaviour maximise the availability of other appropriate staff and resources

1.3 Give priority to safety of self and others in responding to difficult or challenging behaviour

#### 2. Apply response

2.1 Ensure response to instances of difficult or challenging behaviour reflect organisation policies and procedures

2.2 Seek assistance as required

2.3 Deal with difficult or challenging behaviour promptly, firmly and diplomatically in accordance with *organisation policy and procedure*

2.4 Use communication effectively to achieve the desired outcomes in responding to difficult or challenging behaviour

2.5 *Select* appropriate *strategies* to suit particular instances of difficult or challenging behaviour

**ELEMENT****PERFORMANCE CRITERIA****3. Report and review incidents**

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

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Client issues needing to be referred to an appropriate health professional
- OHS issues relating to difficult and challenging behaviour
- Organisation's reporting processes

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Effectively use techniques for monitoring own service area including client satisfaction
- Foresee and respond quickly and effectively to contingencies
- Identify when assistance is required
- Interpret and follow the instructions and guidance of health professionals involved with the care of client
- Maintain duty of care
- Maintain personal safety and the safety of others
- Monitor and/or maintain security equipment
- Remain alert to potential incidents of difficult or challenging behaviour
- Remain calm and positive in adversity
- Speak in a firm, diplomatic and culturally appropriate manner
- Think and respond quickly and strategically
- Use literacy skills in reading, writing and oral communication to fulfil job role in a safe manner and as specified by the organisation, including:
  - understand symbols used in OHS signs

## REQUIRED SKILLS AND KNOWLEDGE

- read workplace safety pamphlets or procedure manuals and labels
- use appropriate verbal and non verbal communication styles
- ask questions
- provide clear information
- listen to and understand workplace instructions and clarify when necessary
- apply literacy skills as required in English or a community language.
- Use numeracy skills to complete basic arithmetic calculations such as addition, subtraction, multiplication, division to recording numbers
- Use problem solving skills to:
  - effectively utilise available resources
  - prioritise workload
- Work with others and display empathy with client and relatives

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this competency unit:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace (simulating difficult or challenging behaviour) or in a simulated workplace and under the normal range of work conditions
- This unit can be assessed independently, but holistic assessment practice is encouraged with other related units of competency
- Assessment may be conducted on one occasion but should include a diverse range of sources of difficult and challenging behaviours, as may be expected in the workplace
- A diversity of assessment tasks is also essential for holistic assessment

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Planned responses may be based on:*
- Established organisation procedures
  - Knowledge of individual persons and underlying causes
  - Own ability and experience

## RANGE STATEMENT

*Difficult or challenging behaviours may include:*

- Aggression
- Confusion or other cognitive impairment
- Intoxication
- Intrusive behaviour
- Manipulation
- Noisiness
- Self-destructive
- Verbal offensiveness
- Wandering

*Strategies for dealing with challenging behaviours may include:*

- Diversional activities
- Following established emergency response procedures
- Referring to appropriate personnel eg supervisor, security officer

*Selection of strategies for dealing with challenging behaviours may be based on:*

- Established procedures and guidelines
- Potential effect on different parties, clients, staff and others
- The nature of the incident

*Organisation policies and procedures may include:*

- Debriefing of staff involved in incident
- Incident reporting and documentation
- Operational guidelines for handling incidents and/or cases involving difficult and challenging behaviour

## Unit Sector(s)

Not Applicable