

Unit Title: Contribute to the Prevention of Aggressive and Abusive Behaviour of People	
Level:	Three
Credit Value:	4
GLH:	26
OCNLR Unit Code:	PA1/3/LQ/040
Ofqual Unit Reference Number:	J/508/3790

*This unit has 2 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Be able to take action to discourage aggressive and abusive behaviour of people.	1.1. Approach individual/s in a manner which is likely to be perceived as non-threatening and which is consistent with any legal and organisational constraints. 1.2. Communicate with individual/s in a manner which: <ul style="list-style-type: none"> <li>• is free from discrimination and oppression</li> <li>• is not likely to antagonise the situation</li> <li>• encourages an open exchange of information</li> <li>• is appropriate</li> <li>• acknowledges the rights of everyone present</li> </ul> 1.3. Explain clearly to the individual what your role is and the required outcome of the encounter. 1.4. Ensure your behaviour towards individual/s is supportive of diverting aggression or abuse, and resolving the situation peacefully. 1.5. Monitor the situation and give appropriate warnings to people who are becoming aggressive or abusive consistent with good practice and relevant legislation. 1.6. Take appropriate action if the situation deteriorates.

2. Understand the actions to take to discourage aggressive and abusive behaviour of people.

- 2.1. Describe the signs of potentially disruptive behaviour - verbal and non-verbal.
- 2.2. Explain how the principles of equality, diversity and anti-discriminatory practice apply and the dangers of stereotyping.
- 2.3. Explain how to communicate effectively and how this may promote the behaviour wanted.
- 2.4. Explain how your own behaviour and language could be interpreted.
- 2.5. Describe the types of constructive behaviour and techniques which can be taken to diffuse situations.
- 2.6. Describe actions that could trigger aggressive or abusive behaviour.
- 2.7. Explain the warnings which may be necessary to give people in relation to their behaviour.
- 2.8. Explain the importance of constantly assessing the risks of a situation and what actions to take if the situation deteriorates.
- 2.9. Summarise how to report and record incidents of abusive and aggressive behaviour.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay	O	Practical demonstration	P
Report	O	Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	