

HSC336 Contribute to the prevention and management of abusive and aggressive behaviour (Level 3)

Elements of Competence

- HSC336a** Contribute to preventing abusive and aggressive behaviour
- HSC336b** Deal with incidents of abusive and aggressive behaviour
- HSC336c** Contribute to reviewing incidents of abusive and aggressive behaviour

About this unit

For this unit you need to contribute to the prevention and management of abusive and aggressive behaviour. When abusive and aggressive behaviour occurs, you need to deal with, and help in the review of, incidents within statutory and agency frameworks.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communication: language and speech; actions, gestures and body language; space and position.

Actions taken to maintain calmness and safety: explain your actions to individuals even when individuals do not appear to understand the explanations or be listening to them; divert the individual(s) to other activities; preventive action to stop the individual when there is direct risk; seek help from other workers.

Triggers to abusive or aggressive behaviour: interactions between individuals; behaviours towards or in the vicinity of the individual; environmental factors; personal or social aspects of the individual's life

Assistance and support: to manage the aggressive and abusive behaviour safely; for first aid.

Those involved in incidents may be: the individual; the people who were the targets of the aggressive and abusive behaviour; other people who are significant to the individual; other workers.

This is Community Justice Unit CJ E 203, which also appears as Drugs and Alcohol National Occupational Standard (DANOS) AB3

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Abusive and aggressive behaviour

May be verbal or non-verbal and be social, physical, sexual or emotional in nature

HSC336a Contribute to preventing abusive and aggressive behaviour

Performance Criteria

You need to show that,

1. you communicate with others in a manner which:
 - is appropriate to them
 - encourages an open exchange of views and information
 - minimises any constraints to communication
 - is free from discrimination and oppression
 - acknowledges the rights of everyone present and is supportive of those rights
2. you maintain the environment in a way which encourages meaningful interactions
3. you take actions to maintain calmness and safety in a manner which minimises any restriction of movement and which does not deny people's rights
4. you take appropriate action to prevent triggers to **abusive or aggressive behaviour** occurring and to enable individuals to find alternative ways of expressing their feelings
5. you protect potential victims at whom the behaviour may be directed.

HSC336b Deal with incidents of abusive and aggressive behaviour

Performance Criteria

You need to show that,

1. you take constructive action to minimise identified abusive and aggressive behaviour which is consistent with:
 - any inherent risks
 - the maintenance of effective working relationships
 - agency policy and procedures
 - evidence of effective practice
2. you acknowledge opposing interests and take constructive action to address them
3. you take prompt action to protect those at whom the abusive and aggressive behaviour is directed
4. you take constructive action to defuse abusive and aggressive behaviour
5. you call for any necessary assistance and support without delay
6. you act in a manner which is likely to promote calm and reassurance and make this clear to all involved
7. you manage physically aggressive behaviour in ways which are consistent with statutory and agency requirements and use the safest possible methods for:
 - the individual
 - you
 - others
8. you complete records accurately and clearly and store them according to agency requirements

HSC336c Contribute to reviewing incidents of abusive and aggressive behaviour

Performance Criteria

You need to show that,

1. you encourage those involved in incidents to contribute to reviewing the incident
2. you offer time, space and support so that everyone involved can express their feelings and examine their behaviour
3. you explore constructively with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour
4. you make referrals to the appropriate people if specialist help is required
5. you make clear and constructive contributions to team discussions about incidents of abusive and aggressive behaviour and agency practice in dealing with them
6. you manage your own feelings aroused by the incident in a way which recognises your right to have such feelings and recognises that not all incidents are capable of prevention
7. you complete records accurately and clearly and store them according to agency requirements
8. you provide accurate and clear information to others so that issues and needs can be addressed

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. how the principles of equality, diversity and anti-discriminatory practice have been applied to work undertaken
2. the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this

Legislation and organisational policy and procedures

3. the specific legislation (national and European) which relates to the work undertaken and how this has been taken into account
4. any particular factors relating to the agency's policies and practices which have affected the work undertaken

Theory and practice

Working to improve individual practice:

5. how to evaluate your own competence when at work and decide when further support and expertise are needed

Working with individuals and groups:

6. the ways in which individuals communicate by behaviour as well as through language and how different forms of behaviour can be interpreted
7. constraints to effective communication (interpersonal, physical and environmental)
8. methods of establishing contact which are likely to maximise productive engagement with individuals and minimise unproductive interventions
9. the ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how to deal with this
10. the difference between aggression and assertiveness
11. the possible reasons for different sorts of behaviour occurring, especially those which may be viewed as aggressive or abusive
12. the effects which your own behaviour may have on others
13. the ways in which individuals' culture and gender influence your practice