

Qualification factsheet

Qualification overview

Qualification title	NCFE CACHE Level 2 Certificate in Understanding Behaviour that Challenges		
Qualification number (QN)	603/1062/5		
Total qualification time (TQT):	153	Guided learning hours (GLH)	130
Entry requirements:	Learners should be at least 16 years old. We do not set any other entry requirements, but colleges or training providers may have their own guidelines.		

About this qualification

This qualification is designed to increase learners' awareness and understanding of behaviour that challenges and its effects within health and social care, education or childcare. By completing the qualification, learners will develop in-depth knowledge of behaviour that challenges, which could support progression onto other appropriate qualifications and into relevant employment in these health and social care sectors.

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a level 1 qualification in healthcare, social care, childcare or supporting learning.

Qualification structure

To achieve this qualification learners must successfully complete 4 mandatory units.

Mandatory units

Unit 01 Understand behaviour that challenges (D/615/4809)
Unit 02 Understand how to support positive behaviour (K/615/4845)
Unit 03 Understand the importance of effective communication and the management of behaviour that challenges (Y/615/4811)
Unit 04 Understand the role of reflection and support for those involved in incidents of behaviour that challenges (K/615/4814)

Assessment

All units will be individually internally assessed using a range of methods which could include written assignments or tasks.

Progression including job roles

Learners who achieve this qualification could progress to the following:

- employment:
 - support worker in health and social care settings
 - healthcare assistant
 - support worker in education or childcare settings
- further education:
 - NCFE CACHE Level 2 Certificate in Health and Social Care (601/8854/6)
 - NCFE CACHE Level 3 Award in Health and Social Care (601/6108/5)
 - NCFE CACHE Level 2 Certificate in Awareness of Mental Health Problems (601/3438/0)
 - NCFE CACHE Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities (601/1687/0)
 - NCFE CACHE Level 2 Certificate in Understanding Autism (601/6330/6)
 - NCFE CACHE Level 3 Certificate in Understanding Autism (603/1935/5)
 - NCFE CACHE Level 2 Certificate for the Children and Young People's Workforce (England) (601/3395/8)
 - NCFE CACHE Level 3 Diploma for the Children and Young People's Workforce (England) (Social Care) (601/3474/4/SC)
 - NCFE CACHE Level 2 Certificate in the Principles of Dementia Care (600/6355/5)
 - NCFE CACHE Level 3 Certificate in Understanding the Principles of Dementia Care (603/0196/X).

Learners in Northern Ireland may also wish to consider NI-specific equivalents where available, including:

- NCFE CACHE Level 2 Certificate in Safe and Effective Practice in Health and Social Care (Northern Ireland) (610/6939/5)
- NCFE CACHE Level 2 Diploma in Health and Social Care (Northern Ireland) (610/5996/1)
- NCFE CACHE Level 3 Diploma in Health and Social Care Practice (Northern Ireland) (610/6571/7).



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*

Email: customersupport@ncfe.org.uk

Websites: www.ncfe.org.uk

NCFE © Copyright 2026 All rights reserved worldwide.

Version 1.1 September 2026

Information in this Qualification Factsheet is correct at the time of publishing but may be subject to change.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE.

All the material in this publication is protected by copyright.

**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***