

# Predict Assess & Respond To (PART™) Challenging/Aggressive Behaviour

2010 Edition

PART™ Training has been provided across Australia since 1989. It has been recommended by WorkCover to organisations to be pro-active in the prevention and management of client challenging behaviours and aggression.

PART™ Training assists organisations to meet the OH&S and Safe Workplace legislation requirements and reduce workplace injuries and associated costs resulting from client aggression.

PART™ Training is designed to assist staff to identify and respond confidently, to client aggressive behaviour, using a range of responses that are safe and ethical, meets legal and industry standards, and duty of care responsibilities towards clients.

The PART™ Train-the-Trainer course is suitable for organisations who choose the PART™ approach and plan to conduct in-house training for current and future staff. Organisations and staff benefit from all staff using a consistent approach and techniques.

A certified PART™ Trainer may:

- ▶ present the 1, 2, and 3 day courses to internal staff
- ▶ conduct refresher training as required
- ▶ purchase PART™ Training products

Organisations who have in-house PART Trainers have the flexibility to provide training to staff at a time convenient to the organisation, on recruitment of new staff, and when client behaviours change.

PART™ Training information has been mapped against a range of Units of Competency in Training Packages for health, welfare, disability, aged care, youth work, juvenile justice and community services.

## You will learn:

This 5 day intensive program includes:

- ★ Instruction on each session of the PART™ Training information
- ★ Instruction, demonstration and practice of all the PART™ Training physical response techniques
- ★ Adult teaching techniques, adult learning principles
- ★ Instruction on how to teach the 1, 2, and 3 day courses and Refresher training
- ★ Instructions on use of the training resources

Each certified PART™ Trainer receives a comprehensive PART™ Trainers' Manual and is issued with PART™ Training resources for in-house use.

PART™ Trainers are required to attend Recertification Training every 3 years.

We will attend your location to provide an in-house Trainer course for 12 to 20 staff per group.

Go to [www.mtu.net.au](http://www.mtu.net.au) to view the:

- ▶ Conditions of being a PART™ Trainer.
- ▶ Learning Outcomes and Assessment Strategies for each course.



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## Agencies using PART™ Training

Government and non-government agencies using PART™ Training and who have accredited trainers include:

- ▶ Government and non-government human service and welfare agencies – disability, child protection, aged care, health, sport and recreation
- ▶ Education facilities – school & special education settings for primary and high school
- ▶ Adult employment, re-skilling and training centres and personnel services
- ▶ Health services – mental health, aged care, general hospitals
- ▶ Nursing homes and aged care facilities
- ▶ Community mental health agencies
- ▶ Indigenous services – youth residential services, community care, night patrol, remote community support workers
- ▶ In-home service providers
- ▶ Community welfare agencies – counseling, domestic violence, refugees, supported accommodation, independent living
- ▶ Adult corrections and juvenile justice
- ▶ Youth support service agencies
- ▶ Day care and day treatment centres
- ▶ Drug and alcohol services
- ▶ Security Services

## Testimonials

Training feedback from Train-the-Trainer and Trainer Recertification course participants includes:

*Having the main focus on preventive aspects of dealing with challenging behaviour.*

*Practicing the physical elements helped gain greater understanding of techniques.*

*Discussion with different professions was a valuable insight into other areas.*

Department of Education

*What to do in an unpredictable situation, how to assess and what to do.*

WorkCover

*Holistic approach, emphasis on principles and links. Great new resources.*

Department of Education

*I liked the suggested ice breaker/activity breaks. The way Martin linked the Chapters/content together made sense, this helped me and is something I will emphasise in my presentations in the future.*

Department of Education

*The skills to protect myself in a dangerous situation & the background knowledge & how it all fits together. I will go away & ensure the systems in our organisation are up to standard.*

Welfare Service

*Learning that there is an overall system, process to follow rather than just the reactive component of behaviour management.*

Disability Worker

*Relevance and relating to the sector. The framework how it is all inter-related. Appreciated the PART material and trainer info.*

Disability worker

### Other PART™ training available:

1 Day Crisis Communication De-escalation Course

2 Day course includes crisis communication de-escalation and evasive techniques

3 Day course

Half and 1 Day Refresher course

Check the website for available courses - [www.mtu.net.au](http://www.mtu.net.au)



To arrange a course and discuss your organisations needs, please contact us on:

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