

OVERVIEW OF NATIONAL OCCUPATIONAL STANDARDS: MANAGING THE RISK OF WORK RELATED VIOLENCE

‘**Work related violence**’ can be defined as: “incidents where people are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health”.

Unit 1 - Assess the Risk of Violence to Workers

Element 1.1 Identify the triggers of violence

Identify those occupations most at risk and the concerns of workers. You should take in to consideration the environment in which people work and seek expert advice where you have uncertainties.

Element 1.2 Assess the level of risks and prepare an action plan

Identify those risks, which can and cannot be eliminated. Assess the risks and prioritise them. Prepare an action plan on the implementation of the risk assessment to include recommendations on appropriate training for all workers, workers at most risk and new workers. It also includes monitoring changes.

Element 1.3 Review your assessment of risks

Carry out a review by seeking feedback and checking whether anything has changed which might impact on the risk assessment. Record any changes as a result and ensure that all relevant people are informed about the changes.

Unit 2. Develop an effective policy and procedures for minimising the risk of violence to your workers

Element 2.1 Develop a policy and procedures for managing work-related violence

This element is about considering all the facts, information and documentation about the level of risk presented to workers and preparing a clear policy which includes criteria, a statement about the risks and what the company will do to reduce the risks of violence to workers.

Element 2.2 Review the effectiveness of the “managing work-related violence” policy and procedures

This element is about the review process, consulting relevant people as part of the review, reviewing data on incidents and reviewing changes to the workplace or working procedures that might impact on the organisational procedures for managing work-related violence. It includes preparing a report on the amendments that might be made to improve the procedures.

**OVERVIEW OF NATIONAL OCCUPATIONAL STANDARDS:
MANAGING THE RISK OF WORK RELATED VIOLENCE**

Unit 3 – Implement Policy and Procedures to reduce the risk of violence at work

Element 3.1 Enable workers to maximise their safety and that of other people

This element is about ensuring all managers and workers understand the purpose of the policies and procedures and checking all necessary precautions are in place to reduce the risk of violence at work.

Element 3.2 Review the implementation of policies and procedures to prevent violence at work

This element is about checking that the policies deal appropriately with the responsibilities of all managers and workers regarding preventing violence at work and implementing any changes to the procedures as required. It is also about ensuring that all managers and workers are aware of changes to the procedures.

Unit 4: Develop and maintain an effective management information system

Element 4.1: Develop a management information system for recording incidents of violence

This element is about setting up an information system which helps to monitor the severity and frequency of incidents of violent and which provides accurate and detailed information regarding the events throughout, from initial reporting through to policy recommendations made post-evaluation.

Element 4.2: Maintain the system to monitor performance

This element is about retrieving information from the system on a regular basis to monitor organisational performance, preparing data and reports as and when required and making the information available for whenever reviews take place

Unit 5 – Promote a safe and positive working environment

Element 5.1 Develop plans to promote a safe and positive working environment

This element is about identifying current understanding of preventing violence at work, planning what materials and resources may be necessary to effect a culture change.

Element 5.2 Implement plans to promote a safe and positive working environment

This element is about communicating information on violence at work, giving advice, agreeing ways of discussing issues about violence at work and reviewing the success of these plans.

**OVERVIEW OF NATIONAL OCCUPATIONAL STANDARDS:
MANAGING THE RISK OF WORK RELATED VIOLENCE**

Unit 6 – Ensure your actions contribute to a positive and safe working environment

Element 6.1 Identify the risk of violence in your working environment

This element is about identifying potential risks of violence that may arise in your work and which procedures are relevant to your area of work. It is also about identifying situations which present a level of risk of violence and informing the relevant person about any concerns.

Element 6.2 Reduce the risk of violence in your working environment

This element is about reducing the risk of violence in your working environment by being prepared and planning your work situations, behaving and responding in a calm and professional manner and providing appropriate information and support to service-users and work colleagues

Unit 7. Protect yourself from the risk of violence at work

Element 7.1 Help to de-escalate a potentially violent situation

This element is about handling a potentially dangerous situation by communicating with people in the appropriate manner, taking action to calm it down and explaining to people the consequences of their actions. It is about reviewing the situation and leaving the scene of the incident where the threat to you is too great.

Element 7.2 Review the incident for recording and monitoring purposes

This element is about reviewing the events leading up to the incident including your behaviour, the adequacy of organisation procedures and whether you would benefit from training. It covers completing records, making recommendations and sharing relevant information with other people.

Unit 8. Respond to work-related violent incidents

Element 8.1 Resolve a violent situation

This element is about acting immediately, using appropriate methods to reduce the risk of injury to yourself and other people in violent situations.

Element 8.2 Follow procedures for evaluating violent incidents

This element is about post incident procedures and involves reviewing your actions in order to learn from the incident. It is also about recording information to help to prevent the recurrence of incidents in discussion with relevant persons

**OVERVIEW OF NATIONAL OCCUPATIONAL STANDARDS:
MANAGING THE RISK OF WORK RELATED VIOLENCE**

Unit 9. Support individuals involved in violent incidents at work

Element 9.1 Provide immediate support

This element is about providing appropriate support immediately after the incident has occurred. It is about making sure they have the opportunity to talk about the incident, being sure to listen and discuss it in a sensitive manner. It is also about recording the relevant facts as well as making suitable working arrangements.

Element 9.2 Ensure continuing support is available

This element is about making sure support is continuing to be available including making appropriate referrals. Those affected by the incident should have the opportunity to discuss changes in working practices to help prevent such incidents happening again. It is also about making sure that all support options are being implemented as required.

Unit 10 – Investigate and evaluate incidents of violence at work

Element 10.1: Investigate incidents of violence at work

This element is about carrying out a full investigation in a sensitive manner, recording all the events leading up to the incident of violence in accordance with organisational procedures and collecting the necessary data.

Element 10.2: Recommend measures to reduce incidents of violence

This element is about analysing the events which caused the incident paying particular attention to the triggers and methods used by staff to calm the situation down. It is also about consulting with workers and making recommendations for change to improve organisational procedures and therefore the well-being, health and safety of the workers

Unit 11. Ensure effective communications following an incident of violence at work

Element 11.1 Brief relevant people following an incident of violence at work

This element is about communicating with relevant people including relevant service-users following an incident at work. It is about making sure that they know what has happened, informing them quickly and in an appropriate manner. It is also about dealing with their concerns, their questions and reassuring them.

Element 11.2 Make positive use of external communications following an incident of violence at work

This element is about communicating with people external to the organisation following an incident of violence at work. It is about following organisational policy and procedures for handling queries from outside the organisation,

**OVERVIEW OF NATIONAL OCCUPATIONAL STANDARDS:
MANAGING THE RISK OF WORK RELATED VIOLENCE**

ensuring that written communications are clear, factual and appropriate and checking the effectiveness of the communications strategy by reviewing the portrayal of the incident as appropriate.