
Overview

This standard is about identifying, assessing and reviewing the risks of violence in the workplace. It includes the skills and knowledge required for identifying triggers of violence, assessing the level of risks, planning and recommending actions to help reduce these risks.

This standard is for anyone who needs to deal with risks of violence in the workplace.

Performance criteria

You must be able to:

1. review the full range of job roles and responsibilities of employees within your area of work and whole organisation
2. identify risks relating to your employees' working environments and their factors
3. identify and record factors that may cause violence to occur in the workplace
4. collate the job roles that are most at risk
5. identify the risks presented to all employees and the triggers of violence they may face
6. assess the risks represented through the use of social media
7. record the results of your research in accordance with legal requirements and good practice
8. establish employees' levels of awareness and concerns about their personal safety at work and well-being
9. conduct a generic and dynamic risk assessment
10. identify the triggers of violence and their levels of risks
11. record the risks and the reasons in priority order starting with those where your workers face the most serious harm
12. prepare a risk management plan with details of the working environment, employees and other service-users
13. identify and arrange any training requirements upon request
14. make recommendations for controls and safe working practices to reduce risks of violence
15. collate up-to-date with information relating to health and safety and the prevention of violence in the workplace
16. create opportunities for all employees to provide feedback on the contents of the risk assessment consultation
17. consult with employees to identify any increased risks of violence and changes required
18. identify the changes that may affect the levels of risk of violence to employees
19. amend your assessment to reflect these details
20. record any changes required to improve the safety of your employees
21. define the timescales for the implementation of the changes
22. identify any legal, environmental or professional changes which may affect current working practices

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23. gain the approval from employees affected by the outcomes of the review
 24. monitor the effectiveness of the revised working practices and your assessment of risks
 25. communicate the most up to date assessment on health and safety and the prevention of violence in the workplace

Knowledge and understanding

You need to know and understand:

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the duties of all employees including those at most risk of aggression and violence
6. the principles and types of risk assessment
7. the possible implications of working environments on their employees' health and safety
8. how to classify triggers of violence in accordance with job roles and working environments
9. the impact of social media on employees
10. how to carry out research into the employees' concerns about violence at work
11. the sources of expert advice and guidance on the prevention and managing work-related violence
12. the resources and training required for employees
13. the implications of change and the effects on your employees
14. the importance of consulting with employees about the risks of violence at work
15. the importance of keeping yourself up-to-date with relevant information about managing the workplace violence
16. the importance of keeping clear and accurate records
17. who to notify of any required changes in working practices
18. the scope for making changes in job responsibilities and the environment in which they operate
19. the relevant measures which can be put in place to eliminate triggers of violence and reduce risk to employees
20. the relevant legislation for health and safety at work
21. the rules and etiquette of social media and online methods of communication
22. the legal responsibilities and your organisation's policy and procedures

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Identify, assess and review the risks of violence in the workplace



Glossary