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## Overview

This standard is about investigating and evaluating incidents of violence in the workplace. It includes responding promptly to complaints of violence and aggression regardless of the size of the incident and recording events in accordance with organisational requirements. It is also about assessing the causes of the incidents, evaluating and recommending relevant actions to prevent further incidents.

This standard is for anyone who conducts investigations and carries out valuations of incidents of violence at work.

## Performance criteria

### *You must be able to:*

1. gather all details of the incident to include information about the assailant, their words and actions, any witnesses, or additional circumstances for consideration
2. follow the well-being and safety measures to protect employees involved in the incident before seeking information
3. arrange relevant support for the interviewees during the course of the interview
4. assure all employees involved in the incident that is under investigation will be conducted in a confidential and respectful manner
5. identify the triggers of violence and circumstances surrounding the people involved in the incident
6. establish whether employees were able to respond to the incident in accordance with organisational procedures
7. record all events of the incident and who was involved
8. inform all relevant employees of the incident and follow-up actions
9. inform everyone involved in the incident of the outcome of the investigation
10. identify any trends by reviewing records of previous incidents
11. establish whether employees responded to the incident in accordance with organisational policies and procedures
12. provide guidance and support to employees whose responses or actions were inappropriate
13. identify and review all triggers which led to the violent incidents
14. establish the frequency of violent incidents and whether these were avoidable by appropriate means
15. investigate the number of incidents in relation to the training received by the relevant employees
16. evaluate the effectiveness of training received by employees and whether their compliance with procedures is appropriate to their job roles
17. consult with responsible persons and employees and produce a clear plan of actions
18. make recommendations to reduce the risks of further violent incidents
19. develop good practice and control mechanisms during violent situations by sharing non-confidential information with other employees and responsible persons
20. recommend relevant improvements in procedures, employees' well-being, health and safety

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21. monitor and review the effectiveness of measures based on previous knowledge and experience

## 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 job roles and responsibilities of all employees for whom you are responsible
6. the employees most at risk and those with a specific responsibility for security
7. the methods of handling sensitive situations
8. the legal implications of an incident of violence at work
9. the organisational procedures or social media site procedures concerning
10. the relevant documentation you are required to complete in relation to incident reporting
11. how to conduct a structured investigative interview in an impartial manner which maintains the dignity of the interviewees
12. the importance of investigation being conducted in a confidential and respectful manner
13. the methods of incident reporting
14. the instances where incidents get out of control if adequate measures are not put in place in advance
15. the methods of recording all details relating to the incidents
16. the information required for carrying out an investigation and its evaluation
17. the organisational procedures relating to your role in reducing the occurrence of violence in the workplace
18. how to draw up a plan of action and the importance of consultation before drawing conclusions
19. the relevant legislation for health and safety at work
20. the rules and etiquette of social media and online methods of communication
21. the legal responsibilities and your organisation's policy and procedures

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Investigate and evaluate incidents of violence in the workplace



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## Glossary