

Overview

This standard is about resolving and evaluating incidents of violence in the workplace. It includes taking immediate and appropriate action when an incidence of violence occurs to reduce risks to yourself and other employees. It is also about recording events and reviewing your actions and actions of other employees to help prevent further similar incidents.

This standard is for anyone who may need to resolve and evaluate a violent incident.

Performance criteria

You must be able to:

1. identify all individuals involved in the incident
2. identify and prioritise actions to control the incident and de-escalate the situation
3. maintain calm and supportive attitude towards everyone involved
4. maintain safety to yourself and other employees throughout the incident
5. assess whether further assistance is required
6. arrange the hand over control of the incident to the relevant person
7. use physical intervention or reasonable force, which is justifiable and proportionate to control the incident
8. minimise injury to yourself and other employees during intervention
9. assess whether individuals require first aid or medical treatment and organise it
10. reassure individuals where they have become stressed and anxious
11. remain alert to the possibility of danger still being present at the scene of the incident
12. secure safety of the scene of incident
13. assess behaviours of everyone involved in the incident in accordance with relevant legislation and organisational procedures
14. discuss the incident with relevant employees and establish actions to prevent further recurrences
15. complete records about the circumstances and triggers of the incident
16. summarise all actions taken by everyone involved and which precautionary measures were used
17. provide support and advice to help reduce incident-related health problems
18. prepare a report with relevant details of the incident, including witness statements, physical interventions and level of force used
19. arrange relevant support for everyone involved and follow the required actions

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 principles and types of risk assessment
9. the legal implications of an incident of violence at work
10. your organisation's procedures in relation to dealing with incidents and strategies for handling violent situations
11. the relevant safety procedures to follow during violent incidents
12. the rights of service-users and the legal consequences of your actions
13. the circumstances when physical interventions, restraint and reasonable force are necessary
14. the relevant training for using the physical interventions, restraint and reasonable force
15. the legal and professional implications of physical interventions, restraint and reasonable force
16. the responsibilities following physical interventions, restraint and reasonable force
17. the ways of reducing risk of harm during physical interventions, restraint and reasonable force
18. the risk factors involved with utilising physical interventions, restraint and reasonable force
19. the first aid practices and when to summon assistance for first aid
20. the sources of additional support and expertise
21. the reporting and recording procedures for violent incidents
22. the range of other factors for reporting, such as subject users' mental state, age, gender, physical stature, resources, bystanders, potential weapons

Resolve and evaluate incidents of violence in the workplace

- 23. the risk assessments which are appropriate to your work
- 24. the relevant legislation for health and safety at work
- 25. the legal responsibilities and your organisation's policy and procedures

Glossary