

Overview

This standard is about promoting a safe and positive culture in the workplace. It covers the skills and knowledge required for improving the working environment by reviewing the current levels of understanding of violence at work. It is also about producing plans to promote a safe and positive culture in the workplace and providing opportunities for discussion and communication about violence at work.

This standard is for anyone who is responsible for promoting a safe and positive culture working environment.

Promote a safe and positive culture in the workplace

Performance criteria

You must be able to:

1. develop plans to promote a safe and positive culture in the workplace
2. gather and record recommendations from employees and relevant stakeholders on their concerns or experience of violence at work
3. collate employees' responses in relation to organisation's policies and procedures on preventing and managing violence at work
4. check employees' requirements for safety equipment and precautionary measures
5. identify the areas where improvements and changes may be required
6. produce a plan based on recommendations to help reduce incidents of violence and improve the working environment
7. carry out the risk assessments and record your findings
8. obtain the necessary approvals to implement your plans
9. implement plans to promote a safe and positive culture in the workplace
10. communicate with employees about the importance of being alert to the presence of risks of violence at work
11. provide information and support on preventing and managing violence at work for all employees
12. provide opportunities for employees to review the risk assessments for their work
13. collate the available resources to help reduce incidents of violence and improve positive culture in the workplace
14. set up and monitor appropriate mechanisms for the discussions of workplace violence
15. develop and encourage the use of procedures for submitting comments, compliments and complaints
16. communicate your organisation's policy on violence at work to all employees
17. review and amend your plans of safe and positive culture on a regular basis

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 principles of safe and positive culture in the workplace
7. the importance of keeping employees informed and involving them in discussions about violence at work
8. the importance of providing opportunities for employees to discuss any aspects of their working environment which could be improved
9. the importance of reminding everyone to remain alert to the presence of triggers of violence in the workplace and in virtual environments
10. the sources of information on violence at work and the various types of support and advice
11. the impact of changes in the working environment and the effects of these changes on employees and service-users
12. the risk assessments which are appropriate to your work
13. the relevant legislation for health and safety at work
14. the rules and etiquette of social media and online methods of communication
15. the legal responsibilities and your organisation's policy and procedures

Glossary