
Overview

This standard is about developing and maintaining management information systems for incidents of violence in the workplace. It includes producing a qualitative system of information to aid in the prevention and management of work-related violence and the monitoring of incidents involving employees. It is also about using the systems for producing reports and making these available for reviews.

This standard is for anyone responsible for developing and maintaining management information systems for data on incidents of violence at work.

Performance criteria

You must be able to:

1. establish the objectives, scope and requirements of the information system to be able to request the necessary information
2. develop the management information systems to meet organisational requirements
3. involve managers and workers to encourage reporting in the future
4. confirm that all the information is up-to-date and complies with the requirements set out in the organisation's policy and procedures
5. carry out regular updates of the systems ensuring that information corresponds with all other relevant material
6. store information in accordance with relevant statutory regulations concerning data records
7. set-up relevant accesses for control of information systems
8. make the information available in the specified format for authorised employees
9. make the records accessible to all authorised users
10. analyse the information in accordance with specified requirements
11. produce the required reports from the information available
12. confirm that information is complete and secure
13. consult with relevant employees about how to improve the well-being, health and safety using the information held
14. update the information held with any new details or specifications
15. make the information available for reviews of the policy and procedures
16. communicate the reports produced and the decisions on action to all relevant employees

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 importance of keeping employees informed and involving them in discussions about violence at work
7. the purpose of the information systems and the type of data required
8. how to develop an appropriate system which enables quick and efficient information retrieval in a secure manner
9. who to contact to access all relevant details on the information systems
10. the appropriate data for collection and the methods of analysis
11. how to produce concise and clear information from information systems
12. how to set realistic performance objectives to meet organisational and professional standards
13. the employees authorised for receiving the data
14. the importance of involving workers to encourage reporting in the future
15. the importance of keeping accurate records of all discussions and reviews
16. the legal responsibilities and your organisation's policy and procedures

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Glossary