
Overview

What this standard is about

This standard is about producing a qualitative system of information to aid in the prevention and management of work-related violence and the monitoring of incidents involving workers. It is also about using the system for producing reports and making it available for reviews.

Who is the standard for?

This standard is for you if you are responsible for developing and maintaining a management information system for data on incidents of violence at work.

Develop and maintain an effective management information system for incidents of violence at work

Performance criteria

Develop a management information system for recording incidents of violence

- You must be able to:*
- P1 establish the objectives, scope and requirements of the information system to be able to request the necessary information from appropriate people
 - P2 develop the management information system to meet organisational requirements
 - P3 involve managers and workers to encourage reporting in the future
 - P4 confirm that all the information available to you is up-to-date and complies with the requirements set out in the organisation's policy and procedures
 - P5 carry out regular updates of the system ensuring that information maintained in the system corresponds with all other relevant material
 - P6 make sure information held is in accordance with relevant statutory regulations concerning data records
 - P7 set-up relevant access control for all information systems make the information available when required and in the agreed format to authorised people only
 - P8 make sure that your records are accessible to all those who are authorised to use them

Maintain the system to monitor performance

- You must be able to:*
- P9 analyse the information in accordance with requirements
 - P10 produce the required reports from the information available
 - P11 confirm the information held is accurate and secure
 - P12 consult with relevant people about how to improve the well-being, health and safety of workers using the information held
 - P13 update the information held with any new information
 - P14 make the information available for reviews of the policy and procedures with relevant people
 - P15 communicate the reports produced securely and the decisions on action to all relevant people

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Knowledge and understanding

You need to know and understand:

- K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
- K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
- K3 the purpose of the information system and the type of data required
- K4 how to develop an appropriate system which enables quick and efficient information retrieval in a secure manner
- K5 who to contact in order to make sure the information system contains all relevant information
- K6 appropriate data for collection and the choices for methods of analysis
- K7 how to produce concise and clear information from information systems
- K8 how to set realistic performance objectives to meet organisational and professional standards
- K9 who is authorised to receive data and when
- K10 the importance of involving workers to encourage reporting in the future

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Glossary

Management information system

A system designed to help managers plan and direct business and organisational operations.

It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

Manager

An individual charged with the responsibility for managing staff, resources and processes.

Policy

- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

Procedures

A series of steps following in a regular definite order that implements a policy.

Work-related violence

The Health and Safety Executive's definition of work-related violence is: 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

Worker

A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

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