

CFAWRV3

Unit WRV3: Identify, assess and review the risk of violence to workers



Overview

This unit is for you if you need to assess the risk of violence to workers.

This unit is about the skills and knowledge needed for identifying triggers of violence, assessing the level of risks and planning and recommending action to help reduce that risk. You will also need to review the assessment of risks for changes.

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Performance criteria

You must be able to:

Identify the risk of violence in the workplace

- P1 review the full range of job roles and responsibilities of workers within your area of work
- P2 review and record the full range of working environments which workers will experience
- P3 identify and record factors that may cause violence to occur in the workplace
- P4 where you have any uncertainty, seek expert advice and guidance on potential triggers of violence and where it is most likely to occur
- P5 identify in your research:
 - P5.1 which job roles are at most risk
 - P5.2 risks presented to new and lone workers
 - P5.3 risks relating to ethnicity, gender and identity
 - P5.4 the triggers of violence they may face
- P6 record the results of your research in a way which meets legal requirements and good practice
- P7 establish the workers' level of awareness and concern about their personal safety, wellbeing and health at work

You must be able to:

Assess the level of risks and prepare an action plan

- P8 identify the triggers of violence which can be eliminated
- P9 assess the level of risk for the triggers of violence which can not be eliminated but can be reduced
- P10 record the risks and the reasons in priority order starting with those where your workers face the most serious harm
- P11 prepare an action plan based on your assessment of risks which includes details of:
 - P11.1 the working environment
 - P11.2 service-users
 - P11.3 workers
 - P11.4 training requirements
 - P11.5 recommendations for controls and safe working practices to reduce risks

You must be able to:

Review your assessment of risks

- P12 identify changes in the workplace which may affect the level of risk of violence to the workers
- P13 identify any legal, environmental or professional changes which may affect current working practices
- P14 consult with workers to identify any increased risks of violence
- P15 amend your assessment to reflect new information
- P16 create opportunities for all workers to provide feedback on the contents of the risk assessment

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- P17 make sure you are up-to-date with information relating to health and safety and the prevention of violence in the workplace
- P18 accurately record :
 - P18.1 the details of the review
 - P18.2 any changes required to improve the safety of your workers
 - P18.3 measures to monitor their effectiveness
 - P18.4 the timescales for the implementation of the changes
- P19 gain the acceptance of the people affected by the outcomes of the review through consultation
- P20 monitor the effectiveness of the revised working practices and your assessment of risks

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Knowledge and understanding

You need to know and understand:

- K1 your legal duties for ensuring 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 duties of all workers including those at most risk and the possible implications of their work on their well being, safety and health
- K4 the range of working environments which the workers will experience
- K5 how to classify triggers of violence in a way which is relevant to the workers and their working environment
- K6 how to carry out research into the concerns of workers about violence at work without causing any unnecessary disruption or fear
- K7 sources of expert advice and guidance on the prevention and managing work-related violence
- K8 the resources required to carry out a risk assessment
- K9 the implications of change and the effect on your workers
- K10 the importance of consulting with workers about the risk of violence at work
- K11 the importance of keeping yourself up-to-date with information relating to workplace violence
- K12 the importance of keeping clear and accurate records
- K13 effective methods of communication
- K14 who to notify of any required changes in working practices
- K15 your scope for making changes in the work people do and the environment in which they work
- K16 appropriate measures which can be put in place to eliminate triggers of violence and reduce risk to workers

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Additional Information

Glossary

KEY WORDS

DEFINITIONS

Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by physical violence.

Employer

A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

Employment

Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

Evaluation

The process of determining whether an item or activity meets specified criteria.

It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence.

Learner

Any person learning or training in a workplace and becomes subject to the hazards of an industry in the course of that learning.

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

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	managing staff, resources and processes.
Physical Intervention	<p>These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person's movement).</p> <p>Individuals should refer to their organisation's and industry specific guidelines and policies for further information.</p>
Policy	<ol style="list-style-type: none">1. A statement which directs the present and future decisions of an organisation.2. It is intended to influence and determine decisions, actions and other matters.3. Typically, a policy designates a required process or procedure within an organisation.4. They are often initiated because of some external requirement.
Positive working environment/culture	A working environment/culture which does not tolerate any violent behaviour.
Precautionary measures	These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,
Procedures	A series of steps following in a regular definite order that implements a policy, for example.
Relevant person	A person named in the organisation's procedures as having responsibility for incidents of violence at work.
Risk	<p>The likelihood that the worker will be subjected to violence at work</p> <p>Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)</p> <p>A risk is the likelihood of potential harm from that hazard being realised.</p> <p>The extent of the risk depends on:</p> <ol style="list-style-type: none">1. the likelihood of that harm occurring;2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and3. the population which might be affected by the hazard, i.e. the number of people who might be

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	exposed
Safe working practices	Establish safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.
Service users	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
Supervisor	A person in charge of a workplace or who has authority over a worker.
Support	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
Triggers of violence	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ol style="list-style-type: none">1. temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or4. persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user
Violence whilst at work	<p>Defined by HSE as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks."</p> <p>The definition includes violence to employees at work by members of the public, whether inside a workplace or elsewhere, when the violence arises out of the employees' work activity. It would not include violence to people when not at work, e.g. when travelling between home and work or violence outside their normal working hours, even though where such risks were significant, employers might wish to take action to</p>

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	safeguard their employees.
Volunteer	A person who does volunteer work for which they receive little or no earnings.
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.
Working environment	The work area(s) where the workers carry out their duties.
Work-related	That is, arising out of and in the course of the employment of a worker.

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Relevant occupations Business, Administration and Law; Health, Public Services and Care; Professional Occupations; Managers and Senior Officials; Associate Professionals and Technical Occupations; Engineering and manufacturing technologies; Construction, Planning and the built environment; Retail and commercial enterprise; Social sciences; Education and training; Preparation for life and work; Administration and Secretarial Occupations; Skilled Trades Occupations; Personal Service Occupations; Sales and Customer Services Occupations; Elementary Occupations

Suite Prevention and management of work-related violence

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