Functional Area - Security Management

Title	Manage workplace violence
Code	107640L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to manage workplace violence and ensure that its operations are effective and efficient and meet the needs of the organization.
Level	4
Credit	3

Competency	Performance Requirements
	1. Knowledge about workplace violence:
	
	• Understand the mission, objectives and operations of the organisation
	• Understand the security strategy
	• Understand the security management plan
	• Understand requirements of the Occupational Safety and Health Ordinance, Cap 509 and related regulations about safety and security of the workplace
	• Understand best practices for managing workplace violence
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Manage workplace violence Be able to:
	
	• Conduct threat and risk assessment regarding:
	   o Violent acts by people who enter the workplace to commit a crime
	   o Violence directed at employees by customers/clients
	   o Violence against co-workers by a current or former employee
	   o Violence in the workplace by someone who does not work there, but who is known to or has a personal relationship with an employee
	• Establish measures and procedures to control the risks, which may include:
	   o Safe work procedures
	   o Protective equipment
	   o Physical security of the workplace
	   o Designated safe shelters
	   o Procedures for raising alarms/informing employees of workplace violence
	   o Employee training about workplace violence, related policy and procedures and how to deal with aggressive or violent individuals
	• Establish measures and procedures to sseek immediate assistance, which may include:
	   o Equipment or device to raise alarm or summon assistance
	   o Emergency contacts
	   o Emergency procedures
	• Establish measures and procedures to respond to incidents of workplace violence
	• Establish measures and procedures to investigate and deal with incidents or complaints of workplace violence
	• Ensure that all workplace violence incidents are recorded and investigated
	• Ensure that post-incident reviews are carried out to identify gaps and failures which will be followed through until properly resolved
	• Conduct periodic reviews of the measures and procedures to ensure that effectiveness

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish workplace violence measures and procedures to meet the needs and objectives of the organisation; • Ensure that measures and procedures for workplace violence are effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement.
Remark	