

# SfS 1 (SQA Unit Code - H4H9 04)

## Protect yourself from the risk of violence at work



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### Overview

This standard is about calming a potentially dangerous situation by minimizing actions or words that may trigger violent behaviour and by showing respect for people, their property and rights. It is about responding to a situation, trying to calm it down and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.

This unit includes the following activities:

1. Help to diffuse a potentially violent situation
2. Review your involvement in the incident

### Target Group

This standard is for those who find themselves in a situation at work where they need to protect themselves.

This standard is imported from the ENTO (formerly the Employment NTO) suite of standards.

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### Performance criteria

#### Help to diffuse a potentially violent situation

*You must be able to:*

- P1 maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
- P2 maintain a safe distance and avoid physical contact if possible
- P3 communicate with those presenting unacceptable behaviour in a way that: shows respect for them, their property and their rights, is free from discrimination and oppressive behaviour
- P4 keep the situation under review and act to reduce the risks to the safety of all those affected by the incident
- P5 take action to calm the situation which will: not make the situation worse, follow your organisation's policy and procedures and your legal responsibilities, minimise the risk of injury to you and other people
- P6 where you are unable to calm the situation down, request assistance promptly as required by organisational procedures
- P7 end contact with those presenting unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed
- P8 explain clearly to the people involved as appropriate: what you will do, what they should do and the likely consequences if the present situation continues

#### Review your involvement in the incident

*You must be able to:*

- P9 review the sequence of events leading up to the incident
- P10 discuss with relevant people whether organisational procedures helped or hindered the incident
- P11 complete records in accordance with organisational requirements about: your actions at the time of the incident, the circumstances and severity of the incident, the measures taken to protect you and other people, action taken to try to calm the situation down
- P12 assess the organisation's and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents
- P13 make recommendations to the relevant people for reducing the risk of further similar incidents
- P14 identify areas where you would benefit from training
- P15 contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
- P16 make use of available support and advice to help prevent any incident-related health problems, where appropriate

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### Knowledge and understanding

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*You need to know and understand:*

- K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 your job role, responsibilities and limitations
- K3 your own capabilities and limitations in terms of protecting yourself in potentially violent situations
- K4 when it is appropriate and possible to maintain a safe distance and avoid physical contact
- K5 the importance of showing respect for people, their property and rights and how to do so
- K6 how to avoid behaviour or language that may indicate you are being discriminatory or oppressive
- K7 how to interpret simple body language and the importance of acknowledging other people's personal space
- K8 the importance of remaining alert to triggers of violent behaviour
- K9 the importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are
- K10 the main signs that a situation could escalate to violent behaviour and how to recognise these
- K11 when to leave the scene of the incident, seek help and safe techniques for leaving the situation
- K12 the types of action and behaviour you can take to calm situations
- K13 your organisation's procedures for dealing with violent behaviour
- K14 the importance of having the opportunity to talk to someone about the incident afterwards
- K15 the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
- K16 methods of effective communication

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**Original URN** WRV 2

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**FM position**

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**Relevant occupations**