

Level 3 Award in Managing Violence in the Workplace

Course Code: 247/HS/3/004

WHO REQUIRES THIS QUALIFICATION?

This qualification is intended for those at work that need to manage violence and how to reduce the risk. Typical attendees will be managing in service industries where dealing with customers is common.

The qualification is also ideal for those with a health and safety responsibility, where the risk of violence is assessed.

Why 24/7 Safety Training?

24/7 Safety Training is the leading provider of regulated compliance qualifications in the UK & Ireland, training thousands of learners every year.

We're extremely proud to be a recognised centre of excellence and offer industry-recognised qualifications that will enhance your career prospects.

LEVEL

3

Health & Safety

Fact Sheet



12-Hour Course



What does the qualification cover?

Topics include:

- ✓ Define the term violence at work
- ✓ Manage the legal requirements related to preventing work related violence
- ✓ Identify common occupations that are at greater risk of work-related violence
- ✓ Manage incidents of work-related violence need to be recorded
- ✓ Outline ways to reduce the risk of violence occurring, including controls
- ✓ Describe how to recognise when someone is becoming aggressive
- ✓ Explain how to manage a confrontational situation using interpersonal skills
- ✓ Outline the actions that should be taken by employees, after a confrontational or abusive situation

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