

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Enterprise Risk Management					
TSC	Workplace Violence					
TSC Description	Anticipate, respond to and report physical, verbal and emotional abuse in the workplace					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-RIM-2021-1.1	HCE-RIM-3021-1.1	HCE-RIM-4021-1.1	HCE-RIM-5021-1.1	
		Report incidences of workplace violence by staff, colleagues or clients to the relevant stakeholders and deploy workplace violence protocols where necessary	Adhere to organisation's workplace violence guidelines and policies	Implement violence prevention policies in the workplace and identify hazards to develop appropriate policies to prevent workplace violence	Formulate workplace violence policies. Establish goals, identify resources and evaluate program performance expectations	
Knowledge		<ul style="list-style-type: none"> Escalation procedures Organisational policies and procedures in managing workplace violence 	<ul style="list-style-type: none"> Job hazard analysis to identify hazards related to workplace violence Organisation's workplace violence prevention policies Roles and responsibilities within workplace violence response plans 	<ul style="list-style-type: none"> Risk assessment procedures Common forms or risks for workplace violence in the industry Worksite analysis procedures Available medical and psychological counselling for work 	<ul style="list-style-type: none"> Post-incident response and evaluation, to identify root cause of incidents Elements of workplace violence prevention policies Change management 	
Abilities		<ul style="list-style-type: none"> Take the necessary action steps in accordance to the organisation's policies and procedures on workplace violence Report instances of workplace violence to supervisors 	<ul style="list-style-type: none"> Identify incidents of workplace violence involving self, clients, colleagues and other stakeholders Assess and anticipate workplace violence hazards Record details of incidences of workplace violence Provide feedback on identified workplace violence hazards 	<ul style="list-style-type: none"> Investigate incidences of workplace violence that occur Support and implement appropriate recommendations from safety and health committees Direct staff to appropriate medical and psychological counselling Deliver training on workplace violence and prevention Train ground staff on how to communicate the change or frequently asked questions (FAQs) 	<ul style="list-style-type: none"> Develop workplace violence prevention policies Advocate organisation's policies against the use of or on violence in the workplace Allocate appropriate authority and resources Assign responsibility and authority for workplace violence prevention programmes to all stakeholders Maintain a system of accountability for involved stakeholders Establish policies that ensure the reporting, 	

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					recording, and monitoring of incidents <ul style="list-style-type: none">• Develop training on workplace violence and prevention• Communicate change to the public to prevent violence or abuse toward staff	
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