

Risk Assessment and Policy Development

COURSE CODE E1

VERSION 2007/01



Training Outcomes:

After the training participants will be able to:

Suited for:

- Managers and staff who need to develop policies, procedures and guidelines that comply with relevant legislation.
- Group sizes ranging from 1-12

Typical Previous Clients:

Ofsted

Pizza Hut UK

London City Mission

TOPIC	OUTCOME
Understanding Aggression	Explain UK legislation related to violence and aggression Describe the current picture of risks in the UK
Causes of Aggression	Explain the causes of aggression, including environmental factors and the impact of the tasks conducted by staff
The Risk Assessment and Documentation	Describe the nature and role of the Risk Assessment, including the importance of identifying "significant risk" Complete a Task-based Personal Safety risk assessment for your place of work Explain the nature and contents of policies, procedures and guidance Develop strategies to mitigate significant risk to an acceptable level Apply the principles of the Data Protection Act to Violent Warning Markers Develop a practical Contact / Tracing system Explain the essentials of defusing aggression, and list ways to include these skills in documentation
Aftercare	Decide when what and how to report, and ways to debrief Describe the effects of violence and aggression Locate post-incident resources

Important Information

Content Variation	Content can be varied upon request
Duration	Full Day
Technical	A DVD or video player, PowerPoint Projector, Spacious room (with the ability to facilitate small group work), flipchart with paper
Further Information	Pierre Lombaard ✉ info@thinkgiraffe.co.uk ☎ 075 25 04 6174