

**NCFE Level 2 Certificate in Understanding Workplace Violence and Harassment (603/3928/7)**

**Statement of authenticity**

Learner name:

Centre number:

Centre name:

**Signatures**

Learner: Date:

Tutor/Assessor: Date:

Internal Quality Assurer (IQA)\*: Date:

External Quality Assurer (EQA)\*: Date:

\* For completion if part, or all, of the evidence has been sampled by the Internal and/or External Quality Assurer

**Unit 01 Contributing to a positive and safe working environment (A/617/3982)**

**Learning outcome 01**

**You will:** understand how organisational policies and procedures can contribute to a positive and safe

working environment

You must:

|  |  |
| --- | --- |
| **1.1 State why organisational policies and procedures are necessary** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Describe the advantages of workplace policies and procedures** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **1.3 List the policies and procedures an organisation should have as a minimum** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.4 Explain how to contribute to a positive and safe working environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

**Learning outcome 02**

**You will:** understand personal responsibilities and limitations in contributing to a positive and safe

working environment

You must:

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| --- | --- |
| **2.1 Explain what is meant by the terms ‘responsibilities’ and ‘limitations’ in relation to a job**  **role** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain why it is important to work within own responsibilities** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **2.3 Describe how to clarify the scope and responsibilities of own job role** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.4 Identify the responsibilities and limitations within a job role in contributing to a positive**  **and safe working environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

**Learning outcome 03**

**You will:** understand risk assessments in the workplace

You must:

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| --- | --- |
| **3.1 Define the term risk assessment as it relates to personal safety and prevention of**  **violence in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Identify the main components of a personal safety risk assessment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **3.3 Explain how risk assessments can contribute to a safe working environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.4 Outline the legal requirements for risk assessments** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

**Learning outcome 04**

**You will:** understand the importance of a positive and supportive culture in the workplace

You must:

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| **4.1 Define what is meant by ‘Company Culture’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.2 Explain how ‘Company Culture’ can impact on a positive and safe working environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **4.3 Describe the benefits of promoting a positive, supportive culture in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.4 Identify how employers can promote a positive and supportive workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

**Learning outcome 05**

**You will:** understand personal safety in terms of lone working

You must:

|  |  |
| --- | --- |
| **5.1 Define what is meant by ‘lone working’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **5.2 Give examples of types of lone working** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **5.3 Identify the hazards of working alone** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **5.4 Identify ways to control the risk for lone workers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **5.5 Explain why it is important to maintain regular contact/supervision with lone workers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Contributing to a positive and safe working environment (A/617/3982) (cont’d)**

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| **5.6 Explain why it is important to regularly review policies, procedures and working practices** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983)**

**Learning outcome 01**

**You will:** understand workplace violence

You must:

|  |  |
| --- | --- |
| **1.1 Define the term ‘work-related violence’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Describe what is meant by:**   * **abuse** * **harm** * **assault.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

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| **1.3 List behaviours which could be termed as types of abuse** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.4 Identify industries and job roles where there is a greater risk of workplace violence** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.5 Identify how often instances of work-related violence occur** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

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| **1.6 Explain the impact violence in the workplace can have on the:**   * **individual** * **business.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

**Learning outcome 02**

**You will:** understand the possible causes of violence in the workplace

You must:

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| --- | --- |
| **2.1 Identify the possible causes of violence in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain why conflict arises and how it can lead to violence** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

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| **2.3 Describe potential warning signs and trigger points of violent behaviour** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.4 Give examples of techniques that can be used to defuse conflict situations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.5 Describe the action that should be taken if the situation cannot be defused** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

**Learning outcome 03**

**You will:** understand the reporting procedures following workplace violence

You must:

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| --- | --- |
| **3.1 Identify the legislation which underpins the reporting of serious workplace violence** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Describe actions to be taken within the workplace following a violent incident which has**  **not resulted in serious injury** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

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| **3.3 Explain why victims of workplace violence or harassment can be reluctant to report matters** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.4 Identify what support is available after an incident has occurred** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Violence in the workplace (F/617/3983) (cont’d)**

**Learning outcome 04**

**You will:** understand how to prevent the risk of violence in the workplace

You must:

|  |  |
| --- | --- |
| **4.1 Describe the employer’s legal responsibility to prevent workplace violence** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.2 Identify how workers can contribute to the prevention of workplace violence** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.3 Explain the legislative framework supporting the prevention from violence and the**  **protection of employees in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986)**

**Learning outcome 01**

**You will:** understand aggression and how to deal with aggressive people in the workplace

You must:

|  |  |
| --- | --- |
| **1.1 Define the term ‘aggressive behaviour’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Explain the 3 principal types of aggression** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.3 Describe how to deal with an aggressive person in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

**Learning outcome 02**

**You will:** understand bullying and harassment in the workplace

You must:

|  |  |
| --- | --- |
| **2.1 Define the terms bullying and harassment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Explain how to identify bullying and harassment in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

|  |  |
| --- | --- |
| **2.3 Give examples of bullying and harassment in the workplace in relation to the following**  **terms:**   * **interests** * **beliefs** * **age** * **lifestyles** * **personal characteristics** * **cultural identities.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.4 Explain the effects and implications bullying and harassment can have on the:**   * **individual** * **business.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

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| **2.5 Identify legislation related to bullying and harassment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

**Learning outcome 03**

**You will:** understand how to respond to bullying or harassment in the workplace

You must:

|  |  |
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| **3.1 Describe what actions to take where there are concerns that an individual is being bullied**  **or harassed** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Explain why individuals may not disclose bullying or harassment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

|  |  |
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| **3.3 State why it is important to record and report incidents of bullying and harassment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.4 Explain what actions might be taken following an incident of bullying or harassment in the**  **workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.5 Describe how to resolve difficulties in a work relationship** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

**Learning outcome 04**

**You will:** understand aggressive communication within the workplace

You must:

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| **4.1 Describe some of the types of aggressive language an employee might encounter in the**  **workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.2 Describe how language can play an important role in resolving conflict arising from**  **aggressive communication** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understanding aggression, bullying and harassment in the workplace (R/617/3986) (cont’d)**

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| **4.3 Identify methods of communication within the workplace where aggression may be**  **encountered** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand equality, diversity and inclusion in the workplace (J/617/3984)**

**Learning outcome 01**

**You will:** understand equality, diversity and inclusion in the workplace

You must:

|  |  |
| --- | --- |
| **1.1 Define the term ‘equality’, ‘diversity’ and ‘inclusion’ in the context of the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| --- | --- |
| **1.2 Describe the benefits of having a diverse and inclusive workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand equality, diversity and inclusion in the workplace (J/617/3984) (cont’d)**

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| --- | --- |
| **1.3 Describe what is meant by the following terms:**   * **stereotyping** * **prejudice** * **labelling** * **protected characteristics** * **positive action** * **discrimination** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **1.4 Explain how a person’s attitudes, values and beliefs may influence their behaviour**  **towards others** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand equality, diversity and inclusion in the workplace (J/617/3984) (cont’d)**

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| **1.5 Describe the damaging effects stereotyping and labelling can have on:**   * **individuals** * **the workplace.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand equality, diversity and inclusion in the workplace (J/617/3984)**

**Learning outcome 02**

**You will:** understand how the rights of individuals are protected in the workplace

You must:

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| --- | --- |
| **2.1 Explain why it is important that equality and diversity policies are followed in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Describe the rights individuals have under current legislation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 04 Understand equality, diversity and inclusion in the workplace (J/617/3984) (cont’d)**

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| --- | --- |
| **2.3 Describe the consequences for an organisation of not trying to create or maintain a**  **diverse and equal environment, looking at:**   * **legal consequences** * **economic/business consequences** * **social/moral consequences.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |