



21 OHSBoK LO: Bullying, aggression and violence

	<i>What cognitive level?</i>	<i>What should the graduate be able to do?</i>	<i>In what context?</i>	<i>To what level?</i>
Operational activities that a <u>new graduate</u> generalist OHS professional would be expected to undertake related to the topic	5	21.1 <u>Apply</u> knowledge of risk factors for aggression and violence to <u>develop</u> criteria for design of the workplace to minimize aggression and violence	For a nominated situation or workplace. Within a small organization or section of a larger organization With support/input by experienced professionals and /or specialist advisors.	In liaison with managers, supervisors, specialist advisors and worker representatives. With awareness of relevant legislation, codes of practice and standards.
	5	21.2 <u>Apply</u> knowledge of risk factors for bullying, aggression and violence to <u>develop</u> a list of data items and information sources to enable identification of such hazards	For a nominated situation or workplace. Within a small organization or section of a larger organization With support/input by experienced professionals and /or specialist advisors.	That can be practically implemented as part of an integrated OHS information system With awareness of relevant legislation, codes of practice and standards.
	5	21.3 <u>Facilitate</u> development and implementation of control strategies that address pre-event, during event and post event time frames	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization. With support/input by experienced professionals and /or specialist advisors.	With awareness of relevant legislation Control strategies recognise the difference in risk factors for bullying compared with aggression and violence. In liaison with managers, supervisors, specialist advisors and worker representatives. With sign off by a experienced professional/specialist advisor where the risk may be critical.
	5	21.4 <u>Facilitate</u> systems of work that minimize bullying, aggression and violence	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization. With support/input by experienced professionals and /or specialist advisors.	In liaison with managers, supervisors, specialist advisors and worker representatives. With sign off by a specialist advisor where the risk may be critical.
Well developed/advanced	6	21.5 <u>Apply</u> a knowledge of the frameworks for studying bullying,	For a nominated situation or workplace.	In consultation with appropriate workplace



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cognitive and technical skills to analyse, critically evaluate and transform information to complete activities related to the topic		aggression and violence, the risk factors, and the potential organizational and personal impacts to <u>identify</u> bullying, aggression and violence hazards and <u>assess/evaluate</u> the human and organizational impacts	For a nominated scenario. Within a small organization or section of a larger organization. With support/input by experienced professionals and /or technical specialists as appropriate.	personnel. With sign off by a specialist advisor where the risk may be critical.
	5	21.6 <u>Develop</u> processes to monitor and evaluate control strategies for bullying, aggression and violence hazards and associated risk	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization.	Documented in a report to management.
Analyse and generate solutions to complex problems related to the topic	3	21.7 <u>Identify</u> when specialist advice is required and define the scope of work to engage services of appropriate specialists	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization.	Documented in a report to management.
	5	21.8 <u>Apply</u> knowledge of the frameworks for studying bullying, aggression and violence, the various risk factors and the time frames for intervention to <u>develop</u> a hazard management strategy for bullying, aggression and violence	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization. With support/input by specialist advisors.	Hazard management strategies recognise the difference in risk factors for bullying compared with aggression and violence. Documented as a management system document. With sign off by specialist advisors where the risk may be critical.
	3	21.9 <u>Engage</u> with relevant personnel to implement the bullying, aggression and violence hazard management strategy	For a nominated situation or workplace. For a nominated scenario. Within a small organization or section of a larger organization.	Relevant personnel include managers, supervisors, and worker representatives.
Transmit knowledge, skills and ideas to others	3	21.10 <u>Interpret</u> information to explain bullying hazards, the organizational and personal impacts and rationale for control strategies and encourage open communication on the topic	Information may include specialist reports.	Communication strategies and language appropriate to the audience.



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	3	21.11 <u>Interpret</u> information to explain the potential aggression and violence hazards, the level of risk and rationale for control strategies	Information may include specialist reports.	Communication strategies and language appropriate to the audience.
	2	21.12 <u>Explain</u> the workplace procedures relating to bullying	In induction and similar processes.	To all staff and contractors Communication strategies and language are appropriate to the audience.
	2	21.13 Explain the workplace procedures relating to prevention and management of aggression and violence	In induction and similar processes.	To all staff and contractors Communication strategies and language are appropriate to the audience.
Demonstrate the required underpinning science and/or psychology knowledge		The Human: Basic principles of psychology, Principles of social interaction, As a biological system as it relates to the physiology of stress.		
Integration of knowledge from other chapters		Causation (esp Health Determinants). Psychosocial hazards: Psychosocial hazards and stress.		