

Tutors & Exams



ANTI-AGGRESSION AND VIOLENCE POLICY & MANAGING BEHAVIOUR IN EXAMS

2022-2023

Issued September 2022

Approval / Review

Approved/reviewed by	
Claire Coleman	
Date of next review	September 2023

This plan is reviewed annually to ensure compliance with the current regulations of Awarding Organisations and the JCQ.

Record of Amendments 2021 - 2023

Date of Update	Document Reference	Section Amended / Details of Change
Sept 2022	Document	Dates amended to reflect new academic year Web links updated for new documents

Key staff

Key staff involved in this policy	
Role	Name(s)
Head of Centre	Chris Spraggett
Centre Manager Line Manager (Senior Leader)	Claire Coleman
ALS lead/SENCo	Colin Badland
Senior Leader(s)	Jenny Spraggett
	Lee Hitchen
	Wendy Quinney
	Brett Marshall
	Ben Connors

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Introduction

Workplace violence occurs where people, in the course of their employment, are verbally abused, threatened, or physically assaulted. Violence and aggression are potential hazards in all workplaces where employees interact with clients and customers. The advice contained in this guidance note is intended for those situations where violence and aggression is directed towards a worker by a client, customer or other person.

Purpose of the policy

We have a policy of zero tolerance to violence and aggression.

The purpose of this policy is not intended to give guidance in situations where the violent behaviour is between workers. In these cases, the problem should normally be dealt with under your stress management policy or as a case of bullying and inappropriate behaviour (see Guidance Note 5-18). If the violent act is of an unwarranted criminal nature the police should be involved.

<u>The Stages of Aggression</u>
Sarcasm
Ridicule
Offensive language / gestures
Personal space invasion
Dismissive behaviour
Innuendo and insult
Verbal abuse
Deliberate silence
Vandalism
Harassment
Threatening gestures
Physical violence

Roles and Responsibilities

Head of Centre

Legislation covering health, safety and welfare at work requires employers to ensure the safety and health at work of employees. The law requires employers at each workplace to carry out risk assessments, to consider the hazards and assess the risks to health and safety from violent acts and identify the appropriate safeguards that should be in place. The completed risk assessment(s) should be recorded and kept with your safety management system.

- Identify who may be harmed and how.
- Evaluate the risk.
- Assess the level of training and information needed.
- Provide an adequate work environment.
- Ensure adequate means of reporting violence.
- Ensure adequate recognition and support of people who are affected by violent acts.
- Look at the design of the job to see how exposure to violence can be eliminated or the threat minimised.
- Record the findings and review the assessment.

Centre Manager

- To report to the Head of Centre and Awarding Organisations if they have experienced violence or aggression
- To report to the Head of Centre where they are subject to lone working, leaving work alone whilst in a location where violence is a routine occurrence and working where there are known issues with alcohol or drug-related problems in the vicinity
- Keep detailed records of violent incidents and any investigation carried out. Physical attacks should always be recorded in the **Accident Book**, and other incidents recorded as stated in company procedures or the Violence Prevention Policy.

Invigilators, Exams Manager and/or SENCo

- To report to the Centre Manager if they have concerns about their working environment and/or difficult customers

Risk Assessment completed annually

As part of the risk assessment there should also be consultation with those workers who are at risk about the measures taken, or to be taken, and the monitoring of their effectiveness. When the consultation exercise is complete the relevant staff must be given information and instruction on the protective and preventive measures which are to be taken for their safety.

Reception areas should be easily identifiable, accessible, adequately staffed and equipped with a bell (or similar) to summon assistance in the event of aggressive behaviour. High lighting levels and the use of video surveillance (CCTV) along with warning signs, and suitable seating areas could also reduce risks in these areas.

Managing Behaviour during and Examination

This policy/procedure specifies how behaviour in exam rooms is managed and ensures staff conducting exams understand the process to be followed and candidates are aware of the possible consequences of any disruptive actions

Depending on the immediate severity of an incident, the Invigilator would seek guidance from the Lead Invigilator and Exams Manager.

The Exams Manager/Centre Manager and Centre staff would base their actions on the Policy for the Evacuation of the Examination Room.

Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room.

The candidate must also be warned that the Awarding Organisation will be informed and may decide to penalise them, which could include disqualification.

The Head of Centre has the authority to remove any candidate from the examination room but should only do so if the candidate(s) would disrupt others by remaining in the room. JCQ regulations (ICE 24).