



Occupational Violence & Aggression Training

In volatile settings, where stress levels can run high, training in managing **Occupational Violence and Aggression (OVA)** is not just beneficial—it is essential. Designed and delivered by a former NSW Inspector of Police, you will gain valuable insight and knowledge.

This unique training program is based on the SAFE (Strategic, Approach, Fearless, Environment) framework, which introduces a unique OVA Tactical Response Model that aligns with Australian Standards: Planning for emergencies – Health care facilities (**AS Standard No 4083:2010**).

S Strategic



MODULE 1
Vigilance 360TM
(Situational Awareness)

A Approach



MODULE 2
Calm in the StormTM
(De-escalation Techniques)

F Fearless



MODULE 3
SafeGuard TacticsTM
(Physical Control and Safety)

E Environment



MODULE 4
Report and Record
(Incident Reporting)

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Target

This course has been designed for people in **public facing roles**, in industries such as

Audience:

Healthcare, Social Assistance, Security and Hospitality and aims to equip participants with the necessary tools to handle situations of occupational violence and aggression effectively and safely.

Learning

Module 1: Demonstrate Enhanced Situational Awareness (Vigilance 360):

Outcomes:

- Learn how to identify and assess potential risks in your environment.
- Learn how to develop the ability to pre-emptively recognise and respond effectively to signs of potential violence or aggression.

Module 2: Apply Effective De-Escalation Skills (Calm The Storm):

- Learn about advanced communication techniques and body language skills.
- Learn how to maintain composure and empathy in aggressive situations.

Module 3: Utilise Practical Defence and Safety Strategies (SafeGuard Tactics):

- Learn about non-aggressive physical maneuvers and safety positioning.
- Learn how to focus on personal protection while minimising harm to others.

Module 4: Master Comprehensive Incident Reporting Skills (Report and Record):

- Learn how to document and report incidents of occupational violence and aggression accurately.
- Learn about the legal and ethical standards in incident reporting.

Training

Face to face is our preferred delivery format which actively enhances the learning experience.

Delivery:

Alternatively, **Virtual Online** is available which is delivered in real-time online by our trainer.

Investment:

On-site delivery costs (maximum 20 participants). Price on application.

Certification:

Participants will receive a Certificate of Attendance.