



ICM/PMWRV Standards

The ICM Standards for the Prevention and Management of Work-Related Violence - Master Reference

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About these Standards

The ICM/PMWRV Standards are the Institute of Conflict Management's standards for training in conflict resolution and the prevention and management of work-related violence. They were developed through extended consultation with experts, regulators, service users and training providers, and are owned and maintained by the Institute of Conflict Management (ICM).

This document is the master reference. It sets out all 22 Standards in full, in a single set that applies as written. The Standards are not divided into scopes or levels.

The ICM Quality Award Centre (QAC) scheme assesses centres against these Standards. Which Standards and criteria apply to a centre at QAC Scope 1, Scope 2 or Scope 3 is set out separately in the ICM QAC Applicability Map and Evidence Guide. That document does not amend these Standards. Detailed guidance on how to evidence each Standard is in the ICM/PMWRV Standards Guidance Handbook.

How the Standards are organised

Group	Standards
Training Provider Standards	1 to 8
Training Content Standards	9 to 15
Training Delivery Standards	16 to 20
Trainer Standards	21 to 22

The Standards address themes common to a range of specialist settings. Their application must take account of the operational context in which course members will work and the legal framework that applies in that setting. They are to be used alongside relevant statutory and non-statutory guidance for each service setting.

The ICM/PMWRV Training Standards

Training Provider Standards

Standard 1: Organisation, Roles and Responsibilities

- 1.1. Training providers must identify who within the organisation is responsible for the following:
 - 1.1.1. Programme development
 - 1.1.2. Development of trainers
 - 1.1.3. Quality assurance of Trainers/Training
 - 1.1.4. Review and development of policies/procedures
 - 1.1.5. Responding to complaints and concerns
- 1.2. A list of all trainers currently involved in delivering training (see also Standard 7).

Standard 2: Relevant policies and procedures

- 2.1. Training providers must have, as a minimum, the following policies:
 - 2.1.1. Health and safety
 - 2.1.2. Complaints and concerns
 - 2.1.3. General Data Protection Regulation (GDPR)
 - 2.1.4. Quality assurance
 - 2.1.5. Safeguarding
- 2.2. Training providers must have, as a minimum, the following procedures:
 - 2.2.1. Assessing course members' knowledge and skills
 - 2.2.2. Referring course members who require further training
 - 2.2.3. Adding/removing/amending physical skills
 - 2.2.4. Trainer code of conduct/practice

Standard 3: Written Request for Information

- 3.1. Training providers must make a formal request to the training commissioner for the information they need to develop a training programme for staff and/or trainers. The request must ask the commissioner to make available any existing policies relating to the prevention and management of work-related violence, existing risk assessments and planning documents used by the organisation, any code of conduct, details of recording and reporting systems, and any relevant incident data.

Standard 4: Training Agreement

- 4.1. Training providers must provide training commissioners with a training agreement which includes an overview of the training in advance of delivery. This must include:
 - 4.1.1. Scope of Training
 - 4.1.2. Content of training, mode of delivery
 - 4.1.3. Trainer suitability
 - 4.1.4. Training materials and administration
 - 4.1.5. Participant requirements

- 4.1.6. Location and facilities
- 4.1.7. Scheduling
- 4.1.8. Fees and payment terms
- 4.1.9. Performance standards
- 4.1.10. Intellectual property rights
- 4.1.11. Confidentiality and data protection
- 4.1.12. Liability and indemnification
- 4.1.13. Termination and dispute resolution
- 4.1.14. Evaluation and feedback
- 4.2. Training providers must ensure that the information provided refers to any statutory requirements relating to the provision of training within the specific operational context, together with relevant statutory guidance and non-statutory best practice guidance.
- 4.3. Training providers must ensure that pre-course information includes essential safety information relating to the training course and fitness levels required of course members, as well as any process for making requests for reasonable adjustments.
- 4.4. Training providers must agree the requirements for delivering the training with the commissioner of training. This will include access to the venue, emergency and evacuation procedures, housekeeping requirements, the size and layout of the training areas, and the availability of amenities and refreshments. The number of course members who can be trained safely within the available space and the ratio of trainers to course members must be made clear.
- 4.5. Training providers must ensure this information makes clear to commissioners whenever training includes physical skills components, such as disengagement, breakaway, and/or physical intervention techniques, and the rationale for their inclusion.
- 4.6. Training providers must make clear the agreed timescale for upskilling and refresher training.
- 4.7. Training providers must make clear that, when physical intervention techniques are to be used within caring or supportive settings, the training commissioner is responsible for ensuring that localised, person-centred risk assessments are completed. The catalogue maintained by the training provider will be available to inform local procedures.
- 4.8. Training providers must ensure training commissioners are provided with access to the following:
 - 4.8.1. Complaints policy
 - 4.8.2. Catalogue of risk assessed skills
- 4.9. Before delivery, a suitably senior representative of the commissioning organisation must acknowledge that the proposed training meets the identified need. This will be evidenced by that person signing and dating the agreement to denote acceptance. For open courses, training providers must take steps to ensure, so far as is reasonably practicable, that prospective attendees are offered courses that meet their needs. To this end, all the information outlined in Standard 4.1 must be provided before booking, with individuals signing and dating an individualised training agreement to confirm that they have determined that the training meets their needs.

Standard 5: Maintaining a Catalogue of Risk Assessed Skills

- 5.1. The training provider must maintain a catalogue of named, risk-assessed physical skills taught within its courses.
- 5.2. The training provider must have a process for adding, removing or amending skills and for reassessing their risks.
- 5.3. The training provider must make this available to training commissioners (see Standard 4).

- 5.4. The training provider must make this available to all trainers (see Standard 22).

Standard 6: Maintaining Adequate Up-to-Date Insurance

- 6.1. Training providers must ensure that the organisation has public liability insurance cover of at least £5 million.
- 6.2. Training providers must ensure that all trainers have suitable and sufficient insurance cover. This should include any sub-contracted trainers used.

Standard 7: Maintaining an Information Management System

- 7.1. Training providers must be able to demonstrate that they can manage the information used to maintain compliance with the ICM standards, including client information, trainer competency and performance information, as well as records of courses and the physical techniques taught on each course.
- 7.2. Trainers must complete and return necessary course records.
- 7.3. Training providers must be able to demonstrate how they use the information to achieve increased staff and/or service user safety, and/or restraint reduction and/or quality improvement.

Standard 8: Issuing Course Completion Certificates

- 8.1. Training providers must issue each course member who has passed the assessment with a unique certificate that clearly states the ICM course title, the course member's name, the date of activation and the expiry date of the certification before refresher training is required. The types of physical skills covered should also be listed.
- 8.2. Training providers must maintain a complete, accurate and up-to-date record of the training courses they have delivered, including a list of delegates on each course.

Training Content Standards

Standard 9: Legislation, Regulation and Guidance

- 9.1. The training course must present an overview of the relevant legislation, regulations, and guidance that apply to the service setting in which course members will operate.
- 9.2. Training courses must cover legislation and case law in respect to the use of force.

Standard 10: Risk Assessment and Risk Management

- 10.1. The training course must introduce the concept and importance of risk assessment in relation to both dynamic and formal risk assessments. Particular attention must be paid to the need for a hierarchy of safe and effective risk controls, for example withdrawal, strategic capitulation, de-escalation, personal safety strategies used to avoid exposure to harm, and manual physical restraint used to prevent harm (see Standard 13).
- 10.2. Training courses must refer to how to identify and manage the risks arising from the use of force.
- 10.3. The training course must emphasise the need for individuals to monitor their own and others' health and safety at work and report any concerns to the relevant person in their organisation.

Standard 11: Duties of Care, Candour and Whistleblowing

- 11.1. The training course must emphasise how risks associated with taking one course of action need to be balanced against those associated with alternative courses of action, and with the risks associated with failures to take necessary action.
- 11.2. The training course must explain the meaning of duty of care as it applies to the relevant service setting, including the positive duty to take action in emergency situations, giving examples.
- 11.3. The training course must explain the meaning of a duty of candour as it applies to the relevant service setting, including the positive duty to raise concerns and make disclosures in relevant situations, giving examples.
- 11.4. The training course must explain the importance of whistleblowing and what individuals can do to expose malpractice.

Standard 12: Work Cultures and Practices

- 12.1. The training course must emphasise the importance of promoting safe and positive working cultures, and implementing safe systems of work, to prevent and manage work-related violence.
- 12.2. The training course must cover the rights of both staff and service users.
- 12.3. The training course must address how toxic cultures can develop within organisations and the importance of realism, clarity, transparency, and openness in policies, guidance, risk assessments, plans, recording, and reporting.

Standard 13: Communication and Conflict Resolution

- 13.1. The training course must emphasise the practical use of good communication, including the role of personal space and body language.
- 13.2. The training course must emphasise the practical use of de-escalation strategies. Building on personal space and body language, the issue of emotional regulation must be explored.
- 13.3. The training course must emphasise the practical use of conflict resolution strategies.

Standard 14: Necessary and Unnecessary Use of Force

- 14.1. Training courses must emphasise the distinction between necessary and unnecessary use of force (including personal safety and restraint techniques) in the context of work-related violence.
- 14.2. Training courses must emphasise how reducing the need for necessary use of force, eliminating unnecessary use of force, and promoting the use of safe and effective methods to protect workers who are exposed to work-related violence, are all coherent and compatible concepts.
- 14.3. Training courses must explore concepts of last resort and least restrictiveness.

Standard 15: Actions After Incidents

- 15.1. The training course must explain how individuals and organisations should respond to incidents, including immediate responses to support and safeguard all involved, the processes for recording and reporting incidents, and the review and revision of policies, risk assessments and safe systems of work where necessary after incidents.

Training Delivery Standards

Standard 16: The Management of Training Delivery

- 16.1.** A nominated lead trainer must assume responsibility for risk-assessing the venue on the day, ensuring that the training is delivered safely, and being available before, during and after the training to discuss any issues that arise.
- 16.2.** The lead trainer must outline the course and discuss learner expectations. This will include the content, running order and assessment procedure, as well as measures designed to ensure physical and psychological safety during training (see the fitness requirements and training ratios below). It will also include any relevant health and safety arrangements relating to the venue, for example the location of fire exits, evacuation procedures and any expected fire drills.
- 16.3.** Course members requiring any reasonable adjustments must be provided with an opportunity to declare and discuss these in confidence.
- 16.4.** Trainers must provide constructive feedback to course members, designed to promote professional development and facilitate the development of competence.
- 16.5.** In the case of open courses, the training provider must assume responsibility for the provision of a suitable venue, but the lead trainer retains responsibility for dynamic risk assessment on the day.
- 16.6.** An additional verbal safety briefing must be given before the commencement of any training session which includes physical skills.

Standard 17: Fitness to Train Requirements

- 17.1.** Training providers must explain the levels of fitness required by course members and the physical demands of training in the pre-course information.
- 17.2.** The lead trainer must outline measures designed to ensure physical and psychological safety whilst training (see training ratios below). It will also include any relevant health and safety arrangements relating to the venue, e.g., the location of fire exits, evacuation procedures, and any expected fire-drills.
- 17.3.** An additional verbal safety briefing must be given before the commencement of any training session that includes physical skills.
- 17.4.** Physical skills must be demonstrated before course members practise them, and trainers must explain that course members can opt out of any physical activities and observe if they have existing injuries or conditions that preclude active participation.
- 17.5.** Progression in the complexity or intensity of practice routines must be carefully considered and risk assessed to ensure it is safe.
- 17.6.** Trainers must remind course members to conduct their own dynamic risk assessments and opt out of any physical activities they cannot complete safely.

Standard 18: Training Spaces and Ratios

- 18.1.** The lead trainer acting on behalf of the training provider must ensure the agreed ratios are not exceeded.
- 18.2.** The lead trainer must ensure that course members are supervised during practical activities by conducting dynamic risk assessments throughout the training, taking account of their levels of competence and any environmental factors that may apply. If space for practical work is limited, lead trainers must maintain sufficient distance between active course members by ensuring that course members take turns to practise physical skills while others observe.

Standard 19: Course Member Assessment

- 19.1.** All course members must be evaluated during the course and assessed at the end with appropriate tests. The emphasis is on the understanding and retention of key knowledge and the safe application of physical skills.

Standard 20: Course Evaluation

- 20.1.** Training providers must make a course evaluation form available to all course members after the training course.

Trainer Standards

Standard 21: Competence of Trainers

- 21.1.** All trainers involved in ICM training delivery must sign a trainer code of practice and conduct themselves professionally in all their interactions with commissioners of training, course members, and employees of the venues in which training is provided.
- 21.2.** All trainers involved in ICM training delivery must manage training sessions in such a way as to ensure their safe running. This should be particularly evident during any practical/physical skills sessions.
- 21.3.** All trainers involved in ICM training delivery must maintain an up-to-date portfolio that includes evidence of the extent and limitations of their experience, expertise and competence. As a minimum, this must include:
- 21.3.1.** Details of sector experience
 - 21.3.2.** Details of training experience, including any training or qualifications
 - 21.3.3.** A current first aid training certificate
 - 21.3.4.** Evidence of training that prepared them to deliver ICM courses
 - 21.3.5.** Evidence of any peer reviews and quality assurance checks
 - 21.3.6.** Evidence of reflection on training and training-related experiences
 - 21.3.7.** Evidence of continuing professional development, to be updated annually

Standard 22: Ongoing Support for Trainers

- 22.1.** Training providers must provide evidence of ongoing support and consultancy to trainers operating on their behalf. This must include quality assurance checks and developmental action plans as required.

Document control

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