

CFACSB12 (SQA Unit Code – FE3J 04)

Maintain and develop a healthy and safe customer service environment



Overview

This Standard is part of the Customer Service Theme of Delivery. This Theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Health and safety is important in all areas of work, and customer service is no exception. To provide high levels of customer service it is also important to provide an environment that enables and encourages staff to work effectively but safely for themselves and for customers. This Standard is about managing the delivery of services or products in a way that is safe for customers and colleagues.

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Performance criteria

Assess the customer service environment for factors that affect health and safety

You must be able to:

- P1 identify health and safety hazards in your customer service environment
- P2 assess the risks associated with these hazards
- P3 identify health and safety factors that may reduce the effectiveness of customer service staff or may cause concern to customers
- P4 evaluate health and safety factors that may reduce the effectiveness of customer service staff or may cause concern to customers against your organisation's policies and procedures and customer expectations
- P5 provide information about risks and hazards to those responsible for health and safety

Minimise risks to health and safety in the customer service environment

You must be able to:

- P6 ensure that staff have access to information on health and safety in the workplace and their responsibilities for health and safety
- P7 ensure that measures are in place to control risks to health and safety and are consistent with organisational policies and procedures
- P8 ensure that customers and staff are briefed on measures to control risks to health and safety and that they follow them
- P9 enable staff to identify and report health and safety hazards
- P10 use agreed organisational procedures to deal with hazards when they occur
- P11 review the health and safety aspects of the customer service environment as required by law and your organisation
- P12 carry out emergency drills within your area of responsibility
- P13 follow organisational procedures for keeping health and safety records up-to-date and for reporting health and safety incidents

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Knowledge and understanding

You need to know and understand:

- K1 the importance of maintaining a healthy, safe and effective working environment for customers and staff
- K2 your responsibilities for health and safety in the workplace
- K3 your responsibilities for maintaining an effective working environment
- K4 how to access information on legal and regulatory requirements for health and safety and relevant codes of practice
- K5 the types of health and safety hazards that are likely to occur in your area of responsibility
- K6 how to assess the risks associated with these health and safety hazards
- K7 how to control these risks in a way that is consistent with legal and regulatory requirements and codes of practice
- K8 your organisation's policies and procedures for health and safety
- K9 the recording and reporting procedures within your organisation that are relevant to maintaining a healthy and safe environment

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SQA Evidence Requirements to Support this Unit

This Unit is designed to assess the skills and knowledge of candidates in the workplace. Candidate evidence should be generated under workplace conditions (**either paid or voluntary**) and evidence must be generated with different customers on different occasions over a sufficient period of time.

Observation should be the primary and preferred source of evidence of competent performance wherever possible. Observation of candidate performance will be supported by other methods of assessment which may include:

- ◆ witness testimony
- ◆ questioning
- ◆ candidate statement
- ◆ professional discussion
- ◆ product and photographic evidence,
- ◆ relevant active documentation, reports, presentations and
- ◆ other valid evidence which relates directly to learner performance under workplace conditions

A combination of performance and knowledge evidence is required to enable the assessor to confirm that the learner is competent.

Simulation should only be used in exceptional circumstances and it should only be for small parts of the Unit. Simulated assessments **must** be undertaken in a realistic working environment (RWE). A RWE is 'an environment which replicates the key characteristics in which the skill to be assessed is normally employed'. The RWE must provide conditions that are the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in the Assessment Strategy for Customer Service SVQs at link: <http://www.sqa.org.uk/sqa/16732.html>

SQA's Guide to Assessment is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. The Guide to Assessment can be downloaded free from SQA's website www.sqa.org.uk

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Suite

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Key words

Health; safety; environment; delivery; customer service; risks; hazards; emergency; drills; codes of practice; customer service; communication; problem solving; behaviours; work with others; team work; giving information; receiving information