

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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Suite

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