

Overview

What this standard is about

Work in a contact centre is subject to relevant health and safety regulation and legislation. Everybody has individual responsibility to protect the health and safety of colleagues, customers, the public and themselves. Health and safety systems and activities must be monitored to ensure that all appropriate actions are being taken.

Monitoring must include checks that the organisation is complying with regulations and organisational procedures to meet specific health and safety needs. Monitoring activities must include guidance for colleagues on the steps that need to be taken to meet health and safety requirements.

Performance Criteria

You must be able to:

Carry out health and safety risk assessments

- 1 Identify work activities that should be subjected to a risk assessment.
- 2 Follow your organisation's procedures for risk assessment.
- 3 Assess the probability and consequences of specific risks you have identified.
- 4 Make recommendations for actions resulting from your risk assessment.
- 5 Communicate the findings and recommendations of your risk assessment to all who need to know.

Monitor compliance with health and safety procedures

- 6 Identify health and safety procedures relevant to your area of responsibility.
- 7 Make a plan to carry out checks on compliance with health and safety procedures.
- 8 Carry out routine checks on compliance with health and safety procedures.
- 9 Carry out spot checks on compliance with health and safety procedures.
- 10 Communicate the results of your findings regarding health and safety requirements to appropriate colleagues.

Provide guidance to colleagues on health and safety

- 11 Identify colleagues who need information and advice on health and safety.
- 12 Identify the requirements in health and safety procedures that are specific to the contact centre jobs of your colleagues.
- 13 Summarise the key messages and information your colleagues need about health and safety requirements.
- 14 Choose an appropriate method for communicating information about health and safety to colleagues.
- 15 Communicate appropriate guidance and information about health and safety to colleagues.

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Knowledge and Understanding

You need to know and understand:

- (a) How to find the appropriate detail of regulation and legislation in a contact centre.
- (b) Health and safety regulations and legislation that are specific to contact centres and how they apply to work in the area you are responsible for.
- (c) How to identify activities and events in contact centres that require risk assessment.
- (d) Your organisation's procedures for health and safety risk assessment of activities and events in contact centres.
- (e) How to identify hazards and estimate probability during risk assessment and how to present the consequences of the risks identified.
- (f) Different options for actions to mitigate health and safety risks in contact centres.
- (g) Ways to communicate findings and recommendations on risk assessments to colleagues.
- (h) Your organisation's procedures for health and safety risk assessment.
- (i) How to carry out routine and spot checks on health and safety procedures.
- (j) How to summarise key points and messages for guidance to colleagues on health and safety.
- (k) The place of health and safety risk assessments within general health and safety audits.

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Evidence Requirements

To achieve this Unit you will need to ensure that your evidence covers all Performance Criteria and Knowledge and Understanding.

- 1 All evidence must be based on your performance at work.
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3 The risk assessment(s) must be held on record and follow organisational procedures, indicating who it has been communicated to.
- 4 The compliance plan must be held on record and indicate planned routine checks and record the actual dates of both planned and spot checks.
- 5 'Colleagues' will be the following:
 - ◆ your manager and/or your supervisor or team leader
 - ◆ those you work with.

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Candidate Recording Form

Candidate's name _____

Assessor's name _____

Unit title		Monitor health and safety procedures in a contact centre																									
Ref	Description of Evidence	Performance Criteria															Knowledge and Understanding										
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	a	b	c	d	e	f	g	h	i	j	k

Comments
Statement of competence
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met:
Candidate's signature _____ Date _____
Internal Verifier's signature _____ Date _____
Assessor's signature _____ Date _____ Date sampled (by IV) _____