

## **H12P 04 (CFACC4) Comply with relevant health and safety procedures in a contact centre**

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### **Overview**

#### **What this standard is about**

Work in a contact centre is subject to relevant health and safety regulation and legislation. The Health and Safety at Work Act sets out the general duties of employers and employees for protecting and promoting the health and safety of workers, customers and the public.

This standard is about what you must do to ensure that you always comply with the legal requirements of health and safety when working in a contact centre.

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### **Performance Criteria**

*You must be able to:*

#### **Comply with your organisation's health and safety procedures**

- 1 Identify your organisation's health and safety procedures relevant to your job role.
- 2 Follow your organisation's health and safety procedures for the use of computer equipment.
- 3 Use equipment required by your organisation when you carry out health and safety procedures.
- 4 Follow your organisation's procedures to avoid electrical hazards.
- 5 Follow organisational and manufacturer instructions for the use of equipment and tools.

#### **Minimise health and safety risks related to your job role**

- 6 Identify the key health and safety risks identified with your job.
- 7 List your duties and responsibilities for minimising the health and safety risks in your job.
- 8 Check organisational procedures to ensure that you are fulfilling your responsibilities for health and safety.
- 9 Keep your work area clean and tidy to minimise health and safety risks.
- 10 Identify actions you should take if health and safety risks are not being minimised in your organisation.
- 11 Take action to deal with actions you have identified.

### **Knowledge and Understanding**

*You need to know and understand:*

- (a) Your organisation's health and safety procedures that are relevant to your job role.
- (b) How to use computer equipment needed for your job safety.
- (c) The purpose of equipment and how to use it for your personal safety.
- (d) Electrical hazards that may be associated with your job.
- (e) Lifting and handling techniques that may be needed in your job.
- (f) Organisational and manufacturer instructions for using tools and equipment needed in your job.
- (g) The key health and safety hazards associated with your job.
- (h) Your duties and responsibilities for minimising health and safety risks in your job.
- (i) Common health and safety standards in the workplace including excessive noise, prolonged use of display screens and hazardous substances.
- (j) The importance of keeping your work area clean and tidy in order to minimise health and safety risks.
- (k) What action to take if health and safety risks are not minimised in your work area.
- (l) The difference between hazards and risks in your work area.

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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 equipment and tools referred to and used are those relevant to your role within the contact centre.

Candidate Recording Form

Candidate's name \_\_\_\_\_ Assessor's name \_\_\_\_\_

Unit title:		Performance Criteria											Knowledge and Understanding											
Ref	Description of Evidence	1	2	3	4	5	6	7	8	9	10	11	a	b	c	d	e	f	g	h	i	j	k	l

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