

Unit Title:	Maintain and develop a healthy and safe customer service environment
OCR unit number	B12
Level:	4
Credit value:	8
Guided learning hours:	53

Unit purpose and aim

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 unit is about managing the delivery of services or products in a way that is safe for customers and colleagues.

Learning Outcomes	Assessment Criteria	Knowledge, Understanding and Skills
<p>The Learner will:</p> <p>1 assess the customer service environment for factors that affect health and safety</p>	<p>The Learner can:</p> <p>1.1 identify health and safety hazards in their customer service environment</p> <p>1.2 assess the risks associated with these hazards</p> <p>1.3 identify health and safety factors that may reduce the effectiveness of customer service staff or may cause concern to customers</p> <p>1.4 evaluate health and safety factors that may reduce the effectiveness of customer service staff or may cause concern to customers against the organisation's policies and procedures and customer expectations</p> <p>1.5 provide information about risks and hazards to those responsible for health and</p>	<p>Candidates should have an understanding of:</p> <p>The policies, procedures and practices of their organisation in relation to health and safety legislation in the customer service environment.</p> <p>Their organisation's procedures for carrying out risk assessment of the customer service environment.</p> <p>How to identify health and safety factors that could reduce the effectiveness of staff or cause concern to customers and evaluate these against organisational policies and procedures.</p> <p>Who has overall responsibility for health and safety matters in their organisation/department and the process for providing</p>

	safety	them with information on risks and hazards as appropriate.
2 minimise risks to health and safety in the customer service environment	<p>2.1 ensure that staff have access to information on health and safety in the workplace and their responsibilities for health and safety</p> <p>2.2 ensure that measures are in place to control risks to health and safety and are consistent with organisational policies and procedures</p> <p>2.3 ensure that customers and staff are briefed on measures to control risks to health and safety and that they follow them</p> <p>2.4 enable staff to identify and report health and safety hazards</p> <p>2.5 use agreed organisational procedures to deal with hazards when they occur</p> <p>2.6 review the health and safety aspects of the customer service environment as required by law and their organisation</p> <p>2.7 carry out emergency drills within their area of responsibility</p> <p>2.8 follow organisational procedures for keeping health and safety records up-to-date and for reporting health and safety incidents</p>	<p>Candidates should have an understanding of:</p> <p>Legislation covering health and safety, particularly in a customer service environment and how to review safety aspects as required by this legislation.</p> <p>The policies, procedures and practices of their organisation in relation to health and safety legislation in the customer service environment including:</p> <ul style="list-style-type: none"> • dealing with hazards when they occur • carrying out emergency drills • keeping health and safety records up-to-date • reporting health and safety risks, hazards and incidents. <p>Their organisation's procedures for carrying out risk assessment of the customer service environment.</p> <p>The process for ensuring staff have access to health and safety information and are aware of their own responsibilities.</p> <p>How to ensure staff and customers are briefed on measures to control risks to health and safety in the customer service environment.</p>
3 understand how to maintain a healthy, safe and effective working environment for customers and staff	<p>3.1 explain their responsibilities for health and safety in the workplace</p> <p>3.2 explain their responsibilities for</p>	<p>Candidates should have an understanding of:</p> <p>The policies, procedures and practices of their organisation in relation to health and safety</p>

	<p>maintaining an effective working environment</p> <p>3.3 describe how to access information on legal and regulatory requirements for health and safety and relevant codes of practice</p> <p>3.4 describe the types of health and safety hazards that are likely to occur in their area of responsibility</p> <p>3.5 explain how to assess the risks associated with these health and safety hazards</p> <p>3.6 explain how to control these risks in a way that is consistent with legal and regulatory requirements and codes of practice</p> <p>3.7 explain their organisation's policies and procedures for health and safety</p> <p>3.8 describe the recording and reporting procedures within their organisation that are relevant to maintaining a healthy and safe environment</p>	<p>legislation in the customer service environment.</p> <p>Their organisation's procedures for carrying out risk assessment of the customer service environment.</p> <p>Candidates must be able to explain:</p> <p>Their own responsibilities for health and safety in the workplace and for maintaining an effective working environment.</p> <p>How to access information on legal and regulatory requirements for health and safety.</p> <p>What types of health and safety hazards may occur in their area of responsibility, how to assess risks associated with these and control risks as consistent with legal and regulatory requirements.</p> <p>Their organisation's health and safety reporting procedures relevant to maintaining a safe, healthy environment.</p>
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Assessment

Specified in the Customer Service Assessment Strategy 2010

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for performance evidence within this Unit except when realistic practices are staged to test emergency procedures.

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. You must provide evidence that shows you have done this over a sufficient period of time for your assessor to be confident that you are competent.

4. Your evidence must show that you have assessed and controlled risks associated with:

- the use of equipment
- the working environment
- working practices
- potential breaches of security
- factors that affect the well - being of staff
- factors that affect the well - being of customers.

5. You must provide evidence that you have collected and evaluated key requirements of:

- legal requirements
- regulatory requirements
- organisational codes of practice
- ethical codes of practice.

Guidance on assessment and evidence requirements

Please refer to the OCR Customer Service Centre Handbook available from the OCR website: www.ocr.org.uk

National Occupational Standards (NOS) mapping/signposting

This unit maps fully to competences outlined in the Customer Service 2010 (Institute of Customer Service) suite of National Occupational Standards.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document 'Admin Guide: Vocational Qualifications' (A850) on the OCR website www.ocr.org.uk