

Unit Title:	Comply with health and safety procedures in a contact centre
OCR unit number	1
Sector unit number:	CC4
Level:	1
Credit value:	2
Guided learning hours:	9
Unit reference number:	D/503/0352

Unit purpose and aim

This unit concerns being able to comply with organisational health and safety procedures in a contact centre, minimise health and safety risks relating to the job role and understand the principles of health and safety in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>The Learner will:</p> <p>1 Be able to comply with organisational health and safety procedures in a contact centre</p>	<p>The Learner can:</p> <p>1.1 Identify the health and safety procedures relevant to the job role</p> <p>1.2 Follow organisational health and safety procedures and techniques at all times</p> <p>1.3 Follow the organisational and the manufacturer's instructions for the use of equipment and tools</p>	<p>The Learner may include:</p> <ul style="list-style-type: none"> • Company policy on health and safety • Guidelines for safe operation of equipment used • How to make basic adjustments to own workstation to comply with policy and guidelines
<p>2 Be able to minimise health and safety risks relating to the job role in a contact centre</p>	<p>2.1 Identify the health and safety risks relevant to the job role</p> <p>2.2 List the job role duties and responsibilities for minimising health and safety risks</p> <p>2.3 Keep the work area clean and tidy in accordance with organisational requirements</p> <p>2.4 Identify the actions to be taken if health and safety risks are not being minimised</p>	<ul style="list-style-type: none"> • The potential hazards associated with own job role – e.g. posture, lighting, VDU and keyboard usage • How to reduce the risk presented by each potential hazard • Completed workstation risk assessments • Company policy and procedure for risk assessment • Those responsible for health & safety within the company • Accident reporting procedure

Learning Outcomes	Assessment Criteria	Teaching Content
3 Understand the principles of health and safety in a contact centre	3.1 State how health and safety procedures affect their job role 3.2 Explain the purpose and use of safety-related equipment 3.3 Explain how to lift and handle heavy objects safely 3.4 Describe the health and safety hazards relevant to the job role 3.5 Describe common health and safety standards in the workplace including excessive noise, prolonged use of display screens and hazardous substances 3.6 Explain why it is important to keep the work area clean and tidy 3.7 State the difference between hazard and risk in the work area	<ul style="list-style-type: none"> • What the health and safety procedures are and how they are followed • The effect of health & safety procedures on own job role • Manual handling techniques • The potential hazards associated with own role – e.g. posture, lighting, VDU and keyboard usage • The expected health & safety standards within the workplace • The potential consequences to self and others if standards are not met • How dirty or untidy working environment may affect self and others • Definition of a risk • Definition of a hazard

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

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

You must provide evidence that you are able to comply with organisational health and safety procedures in a contact centre, taking into account your job role.

Guidance on assessment and evidence requirements

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

National Occupational Standards (NOS) mapping/signposting

Occupational Standards	Unit Number	Title
Contact Centre	4	Comply with relevant health and safety procedures in a contact centre

Functional Skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening		Representing		Use of ICT systems	
Reading		Analysing		Find and select information	
Writing		Interpreting		Develop, present and communicate information	

Resources

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).