Unit Title: **Develop health and safety policy and procedures in a contact centre**

OCR unit number	4
Sector unit number:	CC7
Level:	5
Credit value:	7
Guided learning hours:	20
Unit reference number:	J/503/0359

Unit purpose and aim

This unit concerns being able to develop a strategy for health and safety in a contact centre, support the development of health and safety policy and procedures and understand the principles underpinning health and safety policy in contact centre operations.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to develop a strategy for health and safety in a contact centre	**The Learner can:** 1.1 Define the strategic requirements for formal risk assessments, health and safety procedures and audits which comply with regulations and meet operational needs 1.2 Identify the business areas that must be served by health and safety procedures 1.3 Monitor the use of health and safety procedures for risk assessments and health and safety audits in accordance with the compliance plan 1.4 Identify the need for changes which meet contact centre business needs from an analysis of the results of health and safety compliance monitoring 1.5 Evaluate the benefits and drawbacks of changes to health and safety policy 1.6 Develop a strategy for health and safety in accordance with organisational requirements	The Learner may include: • The business aims and objectives of the company and the importance of health & safety in their achievement • The potential dangers in the workplace, the procedures required to identify them and minimise the likelihood of accident or injury • The legal obligations of the company under current health & safety legislation • How the implementation of health & safety procedures will be monitored to ensure full compliance • Options for developing health & safety procedures to ensure business needs and legal obligations are met • Rationale for any changes made with cost/benefit analysis to support decisions making

Learning Outcomes	Assessment Criteria	Teaching Content
		• The potential tension between business objectives and its health & safety obligations • Strategic plan for health & safety within the company
2 Be able to support the development of health and safety policy and procedures in contact centre operations	2.1 Develop health and safety policies and procedures that meet identified requirements, taking colleagues' views into account 2.2 Prepare a business case supporting the need for change or maintaining the status quo which is supported by evidence 2.3 Negotiate the adoption of those changes that need to be made to health and safety policies procedures with minimum disruption to business	• Examples of health & safety policies and procedures drawn from the strategic plan • Records of consultation with all those involved – reports, meetings, discussions • Examples of business cases put forward with supporting rationale/statistical data • Negotiation and influencing techniques and how/when they were used to achieve the desired outcomes
3 Understand the principles underpinning health and safety policy in contact centre operations	3.1 Evaluate the impact of health and safety regulations and legislation relevant to contact centres 3.2 Explain the basis for the design of organisational health and safety policies and procedures 3.3 Explain the organisation's business aims and needs that may be affected by health and safety policies and procedures 3.4 Explain the components of a health and safety audit 3.5 Explain the characteristics of an effective audit 3.6 Explain the importance of balancing health and safety requirements with contact centre business needs 3.7 Explain the strengths and weaknesses of techniques for negotiating policy changes to health and safety	• What the requirements are and how they affect the business • Hazard analysis and critical control points • The content of company policy and procedures and how they were produced to ensure full compliance • The aims and objectives of the business and those directly affected by health & safety requirements • The purpose and content of a health & safety audit • Measures of health & safety compliance – e.g. HSE, BSI, OHSAS • How to negotiate changes collaboratively and seek win-win solutions versus an adversarial approach

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 develop organisational health and safety policy in a contact centre, taking into account the nature of the work across a contact centre.

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	7	Review and develop 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).*