![OCR logo] OCR RECOGNISING ACHIEVEMENT

Unit Title:	**Principles and processes of health and safety in a contact centre**
OCR unit number	2
Sector unit number:	CCTC4
Level:	3
Credit value:	3
Guided learning hours:	18
Unit reference number:	L/503/0363

Unit purpose and aim

This unit concerns understanding health and safety risk assessment in a contact centre, compliance monitoring of health and safety requirements and the principles of health and safety in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content

The Learner will:
1 Understand health and safety risk assessment in a contact centre
	The Learner can:
	1.1 Explain the factors to be taken into account when identifying health and safety risks
		Candidates should have an understanding of:
		• factors including
		  - the activity
		  - the injury/harm/damage associated with the activity
		  - who is at risk
		  - the severity of the risk
		  - the current control measures

	1.2 Describe processes and standards for scheduled risk audits	• the processes and standards as set out in the schedule of the chosen organisation

	1.3 Explain the personal and business consequences of hazards to the contact centre	• consequences including
		• to the person
		  - injury or harm to employees/visitors/contractors
		  - fine and/or prosecution resulting from own omissions/ failures
		• to the business of
		  - injury/harm to people leading to financial loss &/or legal action

Learning Outcomes	Assessment Criteria	Teaching Content
		- damage to equipment affecting profitability and productivity - damage to the reputation and image

	1.4 Describe the actions to be taken to reduce hazards	• actions to reduce hazards including
		  - reporting
		  - risk assessment
		  - safety checks
		  - training

2 Understand compliance monitoring of health and safety requirements in a contact centre	2.1 Describe the components of a health and safety compliance monitoring plan	Candidates should have an understanding of:
		• that the components of a monitoring plan include
		  - what is being measured i.e. agreed safety arrangements
		  - when to measure
		  - how to measure
		  - who will measure

	2.2 Explain who needs to be made aware of the results of compliance monitoring and why	• who to be made aware and why including
		  - employees affected by the findings
		  - line managers to action any changes/improvements
		  - senior management to make resources available to support changes/improvements

	2.3 Explain the consequences of non-compliance with requirements	• the consequences if failure to monitor leads to injury or harm including
		  - action by HSE
		  - financial loss

Understand the principles of health and safety in a contact centre	2.4 Explain how regulations and legislation affect health and safety	Candidates should have an understanding of:
		• the affect of legislation and regulation including
		  - HASAW etc. Act
		  - Health & Safety (Display Screen Equipment) Regulations
		  - Noise at Work Regulations
		  - COSHH Regulations
		  - Manual Handling Regulations
		  - RIDDOR

Learning Outcomes	Assessment Criteria	Teaching Content
	2.5 Describe the information and advice needs of different roles on health and safety matters	• the information and advice needs of different roles including - employees to undertake their duties safely and comply with requirements - line managers to monitor practice and take corrective actions - senior management to provide sufficient resources to ensure compliance
	2.6 Describe the advantages and disadvantages of different methods of communication on health and safety matters	• the advantages and disadvantages of methods including - verbal i.e. meetings, one to one - written i.e. memos, reports, leaflets - electronic i.e. intranet, emails, text messaging
3	3.1 Explain the importance of health and safety risk assessments within general health and safety audits	• the importance of risk assessment as the basis of the measurement required in the audits

Assessment

This unit is internally assessed by centre staff (e.g. teachers/tutors, support workers, carers, assessors) and externally verified by OCR.

Guidance on assessment and evidence requirements

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

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

Occupational standards	Unit number	Title
Contact centre	5	Monitor health and safety procedures in a contact centre

Functional skills signposting

Training provided for contact centre operations may help to prepare candidates for the functional skills assessment (e.g. report writing may be good preparation for English). It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

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

Resources

OCR evidence sheets have been produced to support candidates in producing appropriate evidence for these qualifications. Centres may choose to:

- tailor these for candidates

- use these as a benchmark for devising their own evidence sheets to aid candidates

Candidate evidence checklists can be found in the Contact Centre Operations section containing on the OCR website: http://www.ocr.org.uk.

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.