

Unit Title:	Manage health and safety procedures in a contact centre
OCR unit number	3
Sector unit number:	CC6
Level:	4
Credit value:	4
Guided learning hours:	20
Unit reference number:	A/503/0357

Unit purpose and aim

This unit concerns being able to review health and safety procedures in a contact centre, implement actions to enhance health and safety procedures and understand the principles underpinning health and safety in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to review health and safety procedures in a contact centre	The Learner can: 1.1 Establish the effectiveness of organisational procedures for health and safety 1.2 Identify options for improving health and safety procedures 1.3 Analyse the benefits and drawbacks of each option for the enhancement of health and safety procedures 1.4 Present recommendations for the enhancement of health and safety procedures by the agreed method	The Learner may include: <ul style="list-style-type: none"> Records of reviews of health & safety procedure The data required to carry out such a review Analysis of the data to identify whether or not outcomes meet health & safety objectives Identification of the strengths and weaknesses of the current procedures A range of options for improving current procedure and the feasibility of each Records of recommendations made – e.g. reports, minutes of meetings
2 Be able to implement actions to enhance health and safety procedures in a contact centre	2.1 Develop a plan that addresses areas identified for enhancement 2.2 Brief colleagues who are responsible for implementing the plan as to the likely effects on contact centre operations	<ul style="list-style-type: none"> Examples of plans for improving health & safety procedure with SMART targets and objectives Identification of those involved in implementing the plan(s) and how they were informed – e.g.

Learning Outcomes	Assessment Criteria	Teaching Content
	2.3 Communicate the plan to everyone who may be affected 2.4 Meet the timescale of the implementation plan 2.5 Review the effectiveness of the implementation against its objectives 2.6 Make recommendations for adjustments to the plan and/or procedures following an analysis of the implementation	reports, meetings, action plans <ul style="list-style-type: none"> • System for monitoring the impact of changes made and how success is to be measured • Records of communication with all those involved – e.g. reports, meetings, newsletters, 1-2-1s etc. • Data gathered to monitor impact of changes made • Analysis of data and any subsequent changes recommended/made
3 Understand the principles underpinning health and safety in a contact centre	3.1 Explain organisational health and safety systems and procedures 3.2 Explain the importance of matching operational needs of a contact centre with health and safety requirements 3.3 Evaluate the benefits and drawbacks of proposed actions to enhance health and safety procedures 3.4 Justify what needs to be included in a plan to implement enhancements to health and safety 3.5 Explain the importance of monitoring the effects of enhancements to health and safety procedures	<ul style="list-style-type: none"> • Company policy and legal requirements for health & safety at work • Why health and safety at work is important and the consequences of non-compliance • Cost/benefit analysis of any changes proposed • Rationale for making changes and the business benefits • Why the impact of any changes made should be monitored and analysed

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 manage and, where appropriate, develop organisational health and safety procedures in a contact centre, taking into account your job role and those of others.

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	6	Maintain and Implement 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).