

<b>Unit Title:</b>	<b>Principles of health and safety in a contact centre</b>
OCR Unit number:	2
Sector unit number:	CCTC3
Level:	2
Credit value:	1
Guided learning hours:	8
Unit reference number:	A/503/0360

## Unit purpose and aim

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This unit concerns understanding health and safety procedures and how to minimise health and safety risks relating to the job role in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<b>The Learner will:</b> 1 Understand health and safety procedures in a contact centre	<b>The Learner can:</b> 1.1 Explain the procedures and techniques relating to health and safety	Candidates should have an understanding of <ul style="list-style-type: none"> <li>procedures and techniques such as               <ul style="list-style-type: none"> <li>fire safety</li> <li>emergency situations such as bomb, flood, power failure</li> <li>accident reporting</li> <li>safe use of computer equipment</li> <li>lift and handling</li> <li>safety audits/risk assessments</li> </ul> </li> </ul>
	1.2 Explain how health and safety legislation and/or regulation has an impact on job roles	<ul style="list-style-type: none"> <li>legislation and regulation such as:               <ul style="list-style-type: none"> <li>HASAW etc. Act</li> <li>Health &amp; Safety (Display Screen Equipment) Regulations</li> <li>Noise at Work Regulations</li> <li>COSHH Regulations</li> <li>Manual Handling Regulations</li> <li>RIDDOR</li> </ul> </li> </ul>

Learning Outcomes	Assessment Criteria	Teaching Content
		<ul style="list-style-type: none"> <li>• impact on job roles includes what can and can not be done by               <ul style="list-style-type: none"> <li>- self and colleagues</li> <li>- team leaders and managers</li> <li>- other departments or specialists</li> </ul> </li> </ul>
	1.3 Explain the importance of adhering to the manufacturer's instructions for the use of equipment and tools	<ul style="list-style-type: none"> <li>• the importance of following manufacturer's instructions to prevent accident, illness and damage</li> </ul>
2 Understand how to minimise health and safety risks relating to the job role in a contact centre	2.1 Explain the difference between a risk and a hazard in the workplace	<p>Candidates should have an understanding of:</p> <ul style="list-style-type: none"> <li>• the difference as               <ul style="list-style-type: none"> <li>- a hazard is something with the potential to cause harm</li> <li>- a risk as the likelihood a hazard will cause a specified harm to someone or something</li> </ul> </li> </ul>
	2.2 List the types of hazard relevant to a contact centre	<ul style="list-style-type: none"> <li>• types of hazards may include               <ul style="list-style-type: none"> <li>- slips, trips and falls</li> <li>- use of computers and other electrical equipment</li> <li>- stress i.e. dealing with abusive callers, emergency situations, lack of control of incoming/frequency of call</li> <li>- hearing due to use of telephone i.e. excessive or sudden loud noise ear infections</li> <li>- voice strain / loss</li> <li>- fire</li> <li>- manual handling i.e. paper, equipment</li> </ul> </li> </ul>
	2.3 State the actions to be taken if hazards are identified	<ul style="list-style-type: none"> <li>• actions to take such as               <ul style="list-style-type: none"> <li>- to remove the hazard</li> <li>- to prevent injury by making safe such as placing wet floor signs</li> <li>- reporting to the</li> </ul> </li> </ul>

Learning Outcomes	Assessment Criteria	Teaching Content
		appropriate person
	2.4 Explain the importance of following health and safety procedures to minimise risk	<ul style="list-style-type: none"> <li>the importance of following procedures and adhering to standards including               <ul style="list-style-type: none"> <li>to prevent accident, harm or damage</li> <li>to comply with legislation / regulation and procedures</li> <li>to protect the individual and the business from prosecution / civil action</li> </ul> </li> </ul>
	2.5 Describe the importance of adhering to standards for cleanliness, tidiness, noise and the use of hazardous substances in the workplace	<ul style="list-style-type: none"> <li>the importance of adhering to standards such as               <ul style="list-style-type: none"> <li>to prevent accidents, harm or damage</li> <li>to prevent the spread of infections/diseases</li> <li>to comply with legislation/regulation</li> <li>to protect the business from prosecution</li> </ul> </li> </ul>
	2.6 Describe the responsibilities of different roles for health, safety and the minimisation of risk	<ul style="list-style-type: none"> <li>different roles including               <ul style="list-style-type: none"> <li>self</li> <li>colleagues and managers</li> <li>specialist i.e. internal or external</li> </ul> </li> </ul>

## Assessment

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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

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Please refer to the OCR Centre Handbook available from the OCR website [www.ocr.org.uk](http://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

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Occupational standards	Unit number	Title
Contact centre	4	Comply with relevant health and safety procedures in a contact centre

## Functional skills signposting

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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

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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

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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](http://www.ocr.org.uk).