

Unit Title:	Monitor health and safety procedures in a contact centre
OCR unit number	3
Sector unit number:	CC5
Level:	3
Credit value:	5
Guided learning hours:	20
Unit reference number:	M/503/0355

Unit purpose and aim

This unit is about being able to assess health and safety risks in a contact centre, monitor compliance with health and safety procedures, provide guidance on health and safety matters and understand the principles underpinning health and safety in the learner's area of work in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>The Learner will:</p> <p>1 Be able to assess health and safety risks in a contact centre</p>	<p>The Learner can:</p> <p>1.1 Identify the work areas that are subject to a risk assessment</p> <p>1.2 Follow organisational procedures for assessing risk</p> <p>1.3 Schedule health and safety risk assessments and audits</p> <p>1.4 Establish the consequences of identified risks</p> <p>1.5 Make recommendations for action that address the identified risks</p>	<p>The Learner may include:</p> <ul style="list-style-type: none"> • Company policy on health & safety • Company procedures for carrying out risk assessments • How to carry out a risk assessment • Examples of completed risk assessments • Forward plans for carrying out risk assessments • Potential risks, how they can be reduced and the consequences of not doing so • Reports on identified risks and recommendations on how to minimise them
<p>2 Be able to monitor compliance with health and safety procedures in a contact centre</p>	<p>2.1 Identify the health and safety procedures relevant to the job role</p> <p>2.2 Use a compliance plan that addresses identified risks and is capable of identifying new risks</p> <p>2.3 Carry out routine checks in accordance with the compliance plan</p>	<ul style="list-style-type: none"> • Company policy and legal requirements for health & safety • What a compliance plan is and how to use • Potential dangers in the workplace and the appropriate precautions needed to minimise them

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Communicate the findings of health and safety risk assessments and compliance monitoring to those who need to know	<ul style="list-style-type: none"> • Those responsible for health & safety within the company • Records of reports to/meetings with appropriate personnel
3 Be able to provide guidance on health and safety matters in a contact centre	3.1 Identify the individuals who need information and advice on health and safety matters 3.2 Identify the requirements in health and safety procedures that are specific to contact centre job roles 3.3 Communicate information and advice on health and safety matters by the method that is appropriate for different contact centre job roles	<ul style="list-style-type: none"> • The different roles within the company and the health & safety requirements of each • Individuals who may be at risk within the work environment • A variety of ways to communicate health & safety matters to others – e.g. presentations, meetings, newsletters, 1-2-1s, emails – and when each is most appropriate
4 Understand the principles underpinning health and safety in their area of work in a contact centre	4.1 Explain the health and safety regulations and legislation that are relevant to their area of work in the contact centre 4.2 Explain how to identify activities in the contact centre that require a risk assessment 4.3 Explain organisational procedures for health and safety risk assessment in the contact centre 4.4 Explain different options for action to mitigate health and safety risks in the contact centre 4.5 Explain the advantages and disadvantages of different ways of communicating findings and recommendations on risk assessments 4.6 Explain how the findings of health and safety risk assessments fit within general health and safety audits	<ul style="list-style-type: none"> • Company policy on health & safety • Legal requirements for health & safety in the workplace • Which work activities may present a danger to individuals and why • What the company requirements are for carrying out risk assessments and how they are done • Appropriate precautions to reduce the likelihood of accident and injury at work • How to report health & safety issues and to whom • Different methods of communicating health & safety issues and the advantages and disadvantages of each • How each risk assessment carried out fits in to the overall health & safety strategy

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 monitor compliance with 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	5	Monitor 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).