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Maintain and implement health and safety procedures in a contact centre



Overview

What this standard is about

Contact centres have systems and procedures to ensure that they comply with health and safety regulation and legislation. Those systems and procedures must be managed and maintained. Health and safety systems and procedures are put in place to protect employees, customers and members of the public so the management of those systems is extremely important to the organisation overall.

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Performance criteria

You must be able to:

Review and update health and safety procedures

- P1 Schedule health and safety risk assessments and audits to ensure compliance with regulation and legislation
- P2 Review results of risk assessments and health and safety audits to assess the effectiveness of your organisation's procedures
- P3 Review contact centre operations and operational needs that may be affected by health and safety requirements
- P4 Analyse your observations of health and safety procedures and contact centre operational needs to identify options for updating procedures
- P5 Identify options for improving health and safety procedures
- P6 Analyse the benefits and drawbacks of each option for contact centre operations to improve health and safety procedures

Recommend actions to improve health and safety procedures while complying with health and safety requirements

- P7 Evaluate each option for actions to update and improve health and safety procedures to meet contact centre operational needs
- P8 Check health and safety requirements for a contact centre environment
- P9 Check compliance with health and safety procedures
- P10 Select actions to improve health and safety procedures and the contact centre business case for doing so
- P11 Present your recommendations for actions to improve health and safety procedures

Implement actions to improve health and safety procedures

- P12 Develop a detailed plan for implementing the recommended actions to improve health and safety procedures
- P13 Brief colleagues responsible for implementation and consult them on the likely effects for contact centre operations
- P14 Communicate plans for changes to health and safety procedures to all involved in their implementation
- P15 Monitor contact centre operational effects of changes in health and safety procedures
- P16 Review contact centre operational effects of changes in health and

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safety procedures

- P17 Make any appropriate adjustments to changed health and safety procedures following review of contact centre operational effects

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Knowledge and understanding

You need to know and understand:

- K1 Your organisation's health and safety systems and procedures
- K2 Contact centre operational requirements that are influenced by health and safety procedures
- K3 Health and safety regulations and legislation relevant to contact centres
- K4 How to schedule risk assessments and health and safety audits following organisational procedures
- K5 The importance of matching operational needs of a contact centre with health and safety requirements when reviewing health and safety procedures
- K6 Methods of identifying benefits and drawbacks of proposed actions to improve health and safety procedures
- K7 Ways to check for health and safety compliance in contact centres
- K8 Techniques for presenting management recommendations for improvements in systems and procedures
- K9 What to include in a detailed plan for implementation of changes in health and safety systems and procedures
- K10 Techniques for briefing colleagues about changes in procedures
- K11 Methods for monitoring the effects of changes in health and safety procedures

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