

CFACC7

Review and develop health and safety policy and 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 are guided by policies that seek to balance the business needs of the contact centre with the requirements of health and safety legislation. Policies and procedures must be reviewed and developed from time to time and, if appropriate, adjusted to reflect changes in regulatory and legal requirements while meeting operational needs in a contact centre.

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Performance criteria

You must be able to:

Review health and safety compliance actions in a contact centre

- P1 Oversee formal health and safety risk assessments to formulate a strategic view of the organisation's risks
- P2 Define requirements for formal risk assessments and health and safety audits which comply with regulations and meet operational needs
- P3 Define and implement procedures for monitoring risk assessments and health and safety audits
- P4 Analyse results of health and safety compliance monitoring balancing compliance with Contact centre business needs
- P5 Identify observations from monitoring health and safety compliance which indicate the need for changes

Support the development of health and safety policy

- P6 Match current health and safety policy with contact centre business strategy to identify potential benefits and drawbacks of changes
- P7 Consult appropriate colleagues to establish their view of current policy and the implications of any changes
- P8 Review current health and safety procedures to assess their match with business and compliance requirements
- P9 Construct a business case for policy changes or for no change
- P10 Negotiate appropriate changes or the case for no change in health and safety policy with stakeholders

Review and update health and safety procedures to meet business needs in a Contact centre

- P11 Identify key business needs that must be served by health and safety procedures
- P12 Identify key health and safety regulation and legislation that relates particularly to contact centres
- P13 Analyse agreed organisational policies on health and safety to assess implications for health and safety procedures
- P14 Contribute to the development of health and safety procedures that match policies and meet business needs

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Knowledge and understanding

You need to know and understand:

- K1 Health and safety regulation and legislation with particular reference to contact centres
- K2 Your organisation's health and safety policies and procedures
- K3 Your organisation's business aims and needs that may be affected by health and safety policies and procedures
- K4 How to review health and safety risk assessments
- K5 The components of a health and safety audit and what makes an audit effective
- K6 How health and safety procedures are defined and implemented in contact centres
- K7 The importance of balancing health and safety requirements with contact centre business requirements
- K8 How to identify potential benefits and drawbacks of changes to health and safety policies
- K9 Methods of consulting manager colleagues about policy changes
- K10 The key components of a business case for change or no change
- K11 Techniques for negotiating policy changes with senior colleagues

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