

**40051****Explain contact centre health and safety, policies and relevant legislation**

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	5
<b>Whāinga   Purpose</b>	<p>This skill standard is for people who want to learn about health and safety, policies, and relevant legislation within a contact centre.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Contact Centre (Level 3) [2303].</p>

**Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria**

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Explain personal responsibilities to adhere to the health and safety policy.	a. Describe own responsibilities in relation to the health and safety policy.
	b. Locate and describe the function of the Hazard Register.
	c. Describe the process when a hazard is identified.
	d. Describe the process when a Health and Safety incident occurs.
2. Describe workstation health and safety requirements in a contact centre.	a. Describe a workstation that meets Health and Safety requirements.
	b. Describe relevant Occupational Overuse Syndrome symptoms and associated workstation management techniques.
3. Explain emergency procedures in a contact centre workplace.	a. Identify at least three types of emergencies and describe required actions.

**Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria***Assessment specifications:*

Assessment against this skill standard must be based on evidence from a real or simulated workplace situation. Workplace environments should consider hybrid role and remote-workplace environments.

All activities and evidence presented in this skill standard must be in accordance with contact centre policies and procedures.

Contact centre policies and procedures refer to those policies, procedures, and/or guidelines of a real workplace, or in the case of assessment being undertaken in a simulated workplace environment replicates a real workplace rather than those of the training provider.

*Occupational Overuse Syndrome* (OOS) is also known as Repetitive Strain Injury (RSI) and work-related musculoskeletal disorders (WRMSDs).

Evidence provided for workstation health and safety requirements include but is not limited to photos, reports.

Evidence of three Occupational Overuse Syndrome symptoms and techniques is required.

### ***Ngā momo whiwhinga | Grades available***

Achieved.

### **Ihirangi waitohu | Indicative content**

Health and Safety policy:

- Hazard register
- Reporting a hazard
- Reporting an accident
- Reporting an incident
- Fatigue
- Shift work
- Volume of interactions
- Physical environment includes air-conditioning and lighting
- Personal computers
- Blocked access ways.

Emergency procedures:

- Wall displays
- Exit route signage
- Evacuation assembly point
- Alarm panel
- Fire extinguisher
- Fire, earthquake, bomb threat, power cut, tsunami, volcanic eruption.

Occupational Overuse Syndrome (OOS):

- Poor posture
- Poor workstation adjustment
- Sustained muscle contraction
- Repetitive movement
- Forceful movement
- Stress
- Noise level.

## Workstations:

- Seat, keyboard, mouse
- Position of screen(s)
- Cabling and leads
- Headset.

Mental and emotional wellness.

Health and safety teams and roles.

ACC workstation and set-up plan.

**Rauemi | Resources**

Relevant resources may include but are not limited to:

- Health and Safety at Work Act 2015;
- ACC Workstation and set-up plan
- Worksafe guidelines on Safely Using Computers At Work, available at <https://www.worksafe.govt.nz/topic-and-industry/work-related-health/musculoskeletal-disorders/ergonomics/safely-using-computers-at-work/>

and all subsequent amendments and replacements.

Contact centre policies and procedures.

**Pārongo Whakaū Kounga | Quality assurance information**

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector> Contact Centres > Contact Centre Operations
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0003

Hātepe   Process	Putanga   Version	Rā whakaputa   Review Date	Rā whakamutunga mō te aromatawai   Last date for assessment
Rēhitatanga   Registration	1	30 May 2024	N/A
Kōrero whakakapinga   Replacement information	N/A		
Rā arotake   Planned review date	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.