

<b>Title</b>	<b>Demonstrate knowledge of health and safety requirements in a contact centre work environment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is for contact centre customer service agents (CSAs) and covers the application of health and safety principles within a contact centre.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>- demonstrate knowledge of health and safety in a contact centre work environment;</li> <li>- locate and explain the Hazard Register in a contact centre;</li> <li>- locate and explain the emergency procedures instructions in a contact centre;</li> <li>- demonstrate and describe OOS management techniques in a contact centre;</li> <li>- locate and explain the impacts of the Health and Safety organisational policy; and</li> <li>- apply knowledge of maintaining workstations in a contact centre.</li> </ul>
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<b>Classification</b>	Contact Centres > Contact Centre Operations
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment against this unit standard must be based on evidence from a real or simulated workplace situation, provided the simulation reflects industry requirements and requires performance that replicates a real working environment. Assessment should only occur following a period of practical experience.
- 2 References  
 Health and Safety in at Work Act 2015;  
 ISO 18295-1:2017 Customer contact centres – Part 1: Requirements for customer contact centres;  
 ISO 18295-2:2017 Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres;  
*Prevent pain and discomfort while using computers*, (2010), available at the ACC website;  
*Visual display units in the place of work* (1996), ISBN: 0-477-03592-2, Occupational Safety and Health Service, Department of Labour;  
 and all subsequent amendments and replacements.

### 3 Definitions

*Contact centre* – an organisational unit of any size that acts as a focal point for communication between organisations and customers using live voice telephony and/or information technology to meet service purposes. Contact centres may also be referred to as call centres. Contact centres exist across a wide range of industries, for example, banking, insurance, telecommunications, computer companies, retailers and suppliers of services, local government, government agencies, travel industry, market research companies and charity organisations.

*CSA* – Customer Service Agent. Also known as customer service representatives, customer care consultant, customer service operator or call centre operator.

*Emergency procedures* – actions to be taken in the event of an emergency such as fire evacuation, bomb threat, explosion, natural disaster, medical emergency or health and safety as stated in the organisation's policies and procedures.

*OOS – Occupational Overuse Syndrome* – an injury caused by continual performance of repetitive tasks, typically affecting the hand, wrists, elbow or shoulder.

### 4 Range

All activities and evidence presented for outcomes and performance criteria in this unit standard must be in accordance with contact centre policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of health and safety in a contact centre work environment.

#### Performance criteria

- 1.1 Describe own health and safety rights and responsibilities in accordance with the Health and Safety at Work Act 2015.

Range includes but is not limited to – Hazard Register, emergency procedure, reporting a hazard, reporting an accident, reporting an incident.

- 1.2 Identify hazards in a contact centre and explain why they are considered a hazard.

Range may include but is not limited to – fatigue, shift work, volume of interactions, physical environment, cabling and leads, air-conditioning, lighting, personal computers, blocked access ways; evidence of three is required.

- 1.3 Explain the role of Health and Safety Representatives and the role of a Health and Safety Committee within an organisation.

### Outcome 2

Locate and describe the function of the Hazard Register in a contact centre.

**Performance criteria**

- 2.1 Locate the Hazard Register and reporting forms.
- 2.2 Describe the function of the Hazard Register in the workplace in accordance with Health and Safety at Work Act 2015.
- 2.3 Explain how to report an incident, accident, and hazard consistent with contact centre procedures.

**Outcome 3**

Locate and explain the purpose of the emergency procedure instructions in a contact centre.

**Performance criteria**

- 3.1 Locate contact centre emergency procedure instructions.
  - Range includes but is not limited to – wall displays, desk, exit route signage, evacuation assembly point, alarm panel, fire extinguisher, intranet, internet, computer networks; evidence of three is required; types of emergency may include but are not limited to – fire, earthquake, bomb threat, flood, power cut, tsunami, volcanic eruption; evidence of three is required.
- 3.2 Explain the purpose of the workplace emergency procedure instructions.

**Outcome 4**

Demonstrate and describe OOS management techniques in a contact centre.

**Performance criteria**

- 4.1 Demonstrate and describe three factors that may lead to OOS in accordance with ACC guidelines.
  - Range may include but is not limited to – poor posture, poor workstation adjustment, sustained muscle contraction, repetitive movement, forceful movement, stress, noise level; evidence of three is required.
- 4.2 Demonstrate and describe personal methods for the prevention of OOS in accordance with ACC guidelines.

**Outcome 5**

Locate and explain the impacts of the Health and Safety organisational policy.

**Performance criteria**

- 5.1 Locate the Health and Safety organisational policy.
- 5.2 Explain the purpose of the Health and Safety organisational policy.
- 5.3 Explain the impact of non-compliance with Health and Safety to the organisation.

**Outcome 6**

Apply knowledge of maintaining workstations in a contact centre.

**Performance criteria**

- 6.1 Carry out adjustments to workstation equipment to meet Health and Safety requirements.
- Range workstation equipment includes but is not limited to – seat, keyboard, mouse, screen positions, cabling, positioning of screens, cabling and leads, headset; evidence of eight is required.
- 6.2 Identify equipment or areas of own and/or other contact centre workstations that may require further maintenance beyond the scope of own role.
- 6.3 Provide recommendations to improve own and/or other Contact Centre workstations and support a safe and healthy workplace environment.

<b>Replacement information</b>	This unit standard replaced unit standard 16774.
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**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	27 September 2018	31 December 2026
Review	2	30 May 2024	31 December 2026

<b>Consent and Moderation Requirements (CMR) reference</b>	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.