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| **CC-GPO4** | **Adhere to contact centre health and safety, organisational policies and relevant legislation** |

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| **Kaupae |** Level | 3 |
| **Whiwhinga |** Credit | 5 |
| **Whāinga |** Purpose | This skill standard is for people who want to be a contact centre customer service agent and adheres to the application of contact centre health and safety, organisational policies and relevant legislation. It can be used in the New Zealand Certificate in Contact Centre (Level 3) |

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

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
| --- | --- |
| 1. Explain the purpose of the organisational Health and Safety policy and personal responsibilities to adhere to the policy | 1. Describe your responsibilities in relation to the Health and Safety policy. |
| 1. Locate and describe the function of the Hazard Register in a contact centre. |
| 1. Describe the process when a hazard is identified. |
| 1. Describe the process when a Health and Safety incident occurs. |
| 1. Maintain workstations in a contact centre in accordance with health and safety policies | 1. Describe a workstation that meets Health and Safety requirements. |
| 1. Describe relevant OOS symptoms and management techniques. |
| 1. Explain the emergency procedures in a contact centre workplace | 1. Identify emergencies and describe required actions. |

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

*Assessment specifications:*

Assessment should only occur after a period of practical experience – cycle of practice, reflection, and feedback to determine understanding of theoretical concepts.

Assessment against this skill 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. 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.

Evidence provided for maintaining workstations include but is not limited to photos, reports.

Minimum of three OOS techniques and symptoms are required.

Minimum of three emergencies are required.

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

Achieved

**Ihirangi waitohu |** Indicative content

The learning outcomes of this skill standard are established within the kaupapa of seeking clarification and learning - actively receiving and responding to instruction.

The principles of kaitiakitanga, manaakitanga, whanaungatanga and kotahitanga are under the rangatiratanga of mana whenua and must underpin all learning in this skill standard. Refer to Skill standard design principles in the Guidelines for approval and listing of skill standards Interim draft on NZQA:

* Rangatiratanga: Empowerment – Leadership of self and others
* Manaakitanga: Collaboration – Support and service to others
* Whanaungatanga: Belonging – Relationships are valued
* Kaitiakitanga: Stewardship – Care and responsibility for all learning
* Pūkengatanga: Skills – Skills, knowledge, and abilities
* Te reo Māori and reo tangata: Expression – Diversity in language and culture within learning is valued.

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.

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 set-up plan

**Rauemi |** Resources

Legislation relevant to this skill standard may include but is not limited to:

* Health and Safety at Work Act 2015;
* Prevent pain and discomfort while using computers, (2010), available at the ACC website;
* ACC Workstation and set-up plan
* 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.

**Pārongo Whakaū Kounga |** Quality assurance information

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

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | [dd mm yyyy] | [dd mm yyyy] |
| **Arotakenga |** Review | <type here> | [dd mm yyyy] | [dd mm yyyy] |
| **Kōrero whakakapinga |** Replacement information | This skill standard will replace unit standard 31382 | | |
| **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.