

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

Kaupae Level	3
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is for people who want to learn about health and safety, organisational policies and relevant legislation to comply, be healthy and safe 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

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	a. Describe your responsibilities in relation to the Health and Safety policy.
	b. Locate and describe the function of the Hazard Register in a contact centre.
	c. Describe the process when a hazard is identified.
	d. Describe the process when a Health and Safety incident occurs.
2. Maintain workstations in a contact centre in accordance with health and safety policies	a. Describe a workstation that meets Health and Safety requirements.
	b. Describe relevant Occupational Overuse Syndrome symptoms and management techniques.
3. Explain the 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, 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.

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

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

Evidence of three emergencies is required.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

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.

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

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 Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	[dd mm yyyy]	N/A
Rā arotake Planned review date	31 December 2029		

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