

# Learning Assessment Guide

## Unit Standard 16774 – Version 4

### Follow occupational safety and health principles in a contact centre

#### Level 3 – 3 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

## Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- Assessment tasks for you to complete
- An assessment guide that your assessor will use to assess your competence.

The tasks in this assessment are designed to show your assessor that you can:

- Adjust and maintain your own workstation in a contact centre
- Use and explain occupational overuse syndrome (OOS) management techniques in your contact centre
- Locate and explain the Hazard Register in your contact centre
- Locate and explain the Emergency Procedure Instructions in your contact centre
- Explain the accident reporting procedures in your contact centre

Special notes relevant to this unit standard:

- 1 Recommended references:  
Health and Safety in Employment Act 1992;  
Health and Safety in Employment Regulations 1995;  
and their subsequent amendments or replacements.  
Approved Code of Practice for the Use of Visual Display Units in the Place of Work (1996), ISBN: 0-477-03575-2. Occupational Safety and Health (1996) New Zealand Department of Labour; available at [www.osh.dol.govt.nz](http://www.osh.dol.govt.nz)  
How to Use Your Visual Display Unit Safely (1996), ISBN: 0-477-03592-2, Occupational Safety and Health Service, Department of Labour; available at [www.osh.dol.govt.nz](http://www.osh.dol.govt.nz)
- 2 Definitions  
Company procedures – policies, procedures, and/or guidelines currently in use in the contact centre.  
Contact centre – an organisational unit 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 exist across a wide range of industries. Examples include – banking, insurance, telecommunications, computer companies, retailers and suppliers of services, local government, government agencies, travel industry, market research companies, and charity organisations.  
OSH guidelines refer to the above code of practice and booklet, and legislation refers to the Health and Safety in Employment Act 1992 and associated regulations.
- 3 The contact centre industry considers the complexity and technology of the contact centre environment to be such that competency in the skills of this unit standard are not able to be fully demonstrated under simulated conditions. Assessment should therefore only be made after a period of practical work experience in a real contact centre.

## Assessment Task One – Elements 1 and 2 (P.C. 1.1 – 2.3)

Assessment take one is designed to assess the practical application of your skills in:

- Adjusting and maintaining your workstation
- Using techniques for preventing and managing OOS

### Task one instructions

Your assessor (or supervisor/Health & Safety Officer) will spend some time with you at your workstation.

Your assessor will be observing you at work, and also assess you according to the following:

- Your ability to set up your workstation in compliance with OSH guidelines
- The safe positioning of your computer cabling in compliance with organisational requirements
- Demonstration of comfortable use of your headset in compliance with the manufacturer's instructions
- Demonstration of periodic cleaning of your workstation in compliance with organisational procedures
- Demonstration of use of your keyboard and mouse in compliance with OSH guidelines and organisational requirements
- Demonstration of performing physical and visual exercises in compliance with OSH requirements

Your assessor will complete the *Workstation Observation Checklist* on the next pages which you will be asked to sign off.

Your assessor is also required to complete the attached *Verification Form* to verify that the above assessments for task one take place during practical experience in a contact centre, not in a simulated or classroom setting.

## Assessment Task One – Workstation Observation Checklist

(to be completed by Assessor or approved Health & Safety Officer)

Name of Learner: \_\_\_\_\_

Name of Assessor: \_\_\_\_\_

Date of observation: \_\_\_\_\_

Performance Criteria	Observation	Notes
1.1 Adjustment of seat complies with OSH guidelines.	Check that the learner's – <input type="checkbox"/> Seat height and angle; <input type="checkbox"/> Backrest height and angle; <input type="checkbox"/> Footrest (where appropriate) – comply with OSH guidelines.	
1.2 Adjustments of keyboard, mouse and screen comply with OSH guidelines.	Check that the learner's – <input type="checkbox"/> Keyboard height and angle; <input type="checkbox"/> Mouse and mouse pad positions; <input type="checkbox"/> Screen height, angle, brightness and contrast; <input type="checkbox"/> Avoidance of reflections; <input type="checkbox"/> Copy stand position and adjustment – comply with OSH guidelines.	
1.3 Computer cabling is positioned safely.	Check that the learner's computer cabling is – <input type="checkbox"/> Positioned safely, and <input type="checkbox"/> Meets organisational requirements	
1.4 Headset is adjusted for comfort in accordance with manufacturer's recommendations.	Observe learner using headset ensuring it is: <input type="checkbox"/> Adjusted for comfort, and <input type="checkbox"/> Complies with manufacturer's recommendations.	
1.5 Workstation equipment is cleaned periodically.	Check the learner's workstation is – <input type="checkbox"/> Clean, and; <input type="checkbox"/> Complies with organisation procedures. <input type="checkbox"/> All equipment is cleaned including headset, screen, mouse, mousepad, chair, desk	
2.1 Finger and wrist techniques and posture comply with OSH guidelines.	Observe learner using keyboard and mouse, ensuring – <input type="checkbox"/> Finger and wrist techniques, and Posture –comply with OSH guidelines.	

Continued over

Performance Criteria	Observation	Notes
2.2 Micro pauses are taken in accordance with OSH guidelines and organisational procedures.	Observe learner using keyboard and mouse. <input type="checkbox"/> Micro pauses	
2.3 Physical and visual exercises are performed according to OSH guidelines.	Observe learner performing – <input type="checkbox"/> At least four physical exercises, and <input type="checkbox"/> At least two visual exercises – which conform with OSH guidelines.	

Assessor Signature: \_\_\_\_\_

Learner Signature: \_\_\_\_\_

## Assessment Task One – Workplace Verification Form

(to be completed by assessor, manager, supervisor, team leader or coach)

Name of Learner: \_\_\_\_\_

Name of Observer: \_\_\_\_\_

Date of observation: \_\_\_\_\_

To the observer:

*By signing this form you are verifying that the learner was observed in a contact centre environment, not a simulated or classroom setting*

Comments (if applicable):

Signature: \_\_\_\_\_

Position in organisation (if applicable): \_\_\_\_\_

Contact details: Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Assessment Task Two – Elements 1 and 2 (P.C. 1.1 – 2.6)

Assessment task two is designed to assess:

- Your knowledge in relation to OSH guidelines for OOS management techniques
- Your knowledge of the factors that can lead to OOS and stress in the workplace.

### Task two instructions

Please answer all of the following questions in detail, using the space provided under each question. It is better to provide more information, rather than not enough. Your assessor may also ask you some or all of these questions verbally.

### Task two questions

1. Where can you find the OSH guidelines around workstation setup and OOS management to ensure you are working within them?

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2. When do you check your workstation setup to ensure you are working within OSH guidelines?

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3. How and when does your workstation equipment get cleaned?

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4. Stress is one factor that may lead to OOS. What are six other factors that may lead to OOS?

- i) .....
- ii).....
- iii) .....
- iv).....
- vi) .....

5. Avoiding excessive stress is one strategy for managing and preventing OOS. What are five other strategies for preventing OOS?

- i).....
- ii).....
- iii).....
- iv) .....
- v) .....

6. What are five factors that can cause stress in the workplace?

- i) .....
- ii) .....
- iii).....
- iv).....
- v).....

7. What are micro pauses? How often should you take them?

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## Assessment Task Three – Element 3 (P.C. 3.1 – 3.4)

Assessment task three is designed to assess your knowledge of:

- The purpose and location of a Hazard Register
- The responsibilities you and other key personnel have regarding the Hazard Register.

### Task three instructions

Answer all of the following questions in detail, using the space provided under each question. Your assessor may also ask you some or all of these questions verbally.

Attach copies of any relevant forms or documents that relate to the Hazard Register. These can be templates and should not reveal any specific or personal information.

### Task three questions

1. What is a Hazard Register?

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2. Where is it located in your contact centre?

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3. What should you do if you notice a hazard at work?

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4. In accordance with legislation and your organisation's procedures, what is the role of your Team Leader in relation to the Hazard Register?

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5. In accordance with legislation and your organisation's procedures, what is the role of your Contact Centre Manager in relation to the Hazard Register?

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Attach copies of any relevant forms or documents that relate to the Hazard Register.

## Assessment Task Four – Element 4 (P.C. 4.1 – 4.4)

Assessment task four is designed to assess your understanding of:

- The purpose and location of the Emergency Procedure Instructions
- The responsibilities you and other key personnel have regarding the Emergency Procedure Instructions.

### Task four instructions

Answer all of the following questions in detail, using the space provided under each question. Your assessor may also ask you some or all of these questions verbally.

Provide a copy of the Emergency Procedure Instructions in your contact centre.

### Task four questions

1. Where can you find the Emergency Procedure Instructions in the contact centre?

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2. What types of emergencies are covered in the Emergency Procedure Instructions?

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3. What is the purpose of the Emergency Procedure Instructions?

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4. Explain your responsibilities regarding:

Reporting incidents which are covered by the Emergency Procedure Instructions -

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Taking action in the event of an incident -

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5. Who do you take instructions from when the Emergency Procedures are being followed?

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6. In accordance with legislation and your organisation's procedures, what is the role of your Team Leader in relation to the Emergency Procedure Instructions?

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7. In accordance with legislation and your organisation's procedures, what is the role of your Contact Centre Manager in relation to the Emergency Procedure Instructions?

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Attach a copy of the Emergency Procedure Instructions in your contact centre.

## Assessment Task Five – Element 5 (P.C. 5.1 – 5.4)

Assessment task five is designed to assess your understanding of:

- The accident reporting procedures in your contact centre
- The responsibilities you and other key personnel have regarding accident reporting procedures.

### Task five instructions

Answer all of the following questions in detail, using the space provided under each question. Your assessor may also ask you some or all of these questions verbally.

Attach copies of internal forms or documents that relate to the accident reporting procedures. These can be templates and should not reveal any specific or personal information.

### Task five questions

1. What is the process for reporting an accident in the workplace?

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2. In accordance with legislation and your organisation's procedures, what are the rules about the timeframes for reporting accidents?

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3. In accordance with legislation and your organisation's procedures, what is the role of your Team Leader in the accident reporting process?

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4. In accordance with legislation and your organisation's procedures, what is the role of your Contact Centre Manager in relation to the accident reporting process?

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5. What internal documentation is completed after an accident? Who completes it, and what is it used for?

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6. When do ACC reports get completed? What is their purpose?

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Attach copies of internal forms or documents that relate to the accident reporting procedures

## Assessment Guide

These are the judgements that your assessor will use to assess your competence in Unit Standard 16774: Follow occupational safety and health principles in a contact centre.

Element / Task	Evidence required	Judgement
<p>Task 1 / Elements 1 &amp; 2</p> <p>This task involves the learner being observed at their workstation.</p>	<p>Completed Observation Checklist, signed by both the assessor and the learner.</p>	<p>All required observations have been completed and indicate that the learner is competent in all aspects.</p> <p>Boxes are ticked and notes have been made.</p>
<p>Task 2 / Elements 1 &amp; 2</p> <p>This task involves the learner answering questions in relation to OOS.</p>	<p>All questions are answered in full.</p> <p>Answers may be in writing or given verbally.</p>	<p>Answers provide sufficient and correct information.</p>
<p>Task 3 / Element 3</p> <p>This task involves the learner answering questions in relation to hazards and hazard management.</p>	<p>All questions are answered in full.</p> <p>Answers may be in writing or given verbally.</p>	<p>Answers provide sufficient and correct information.</p>
<p>Task 4 / Element 4</p> <p>This task involves the learner answering questions in relation to the emergency procedure instructions.</p>	<p>All questions are answered in full.</p> <p>Answers may be in writing or given verbally.</p>	<p>Answers provide sufficient and correct information.</p>
<p>Task 5 / Element 5</p> <p>This task involves the learner answering questions in relation to accident reporting procedures.</p>	<p>All questions are answered in full.</p> <p>Answers may be in writing or given verbally.</p>	<p>Answers provide sufficient and correct information.</p>