

Task 8:

Meeting legislation and regulations

To complete this task you will need to carry out research into the legislation and regulations that affect how you deliver customer service in your organisation. There are serious consequences for failing to comply with legislation and regulations – not just legal penalties, but also the potential impact on your organisation’s reputation.

This task will cover consumer protection legislation, data protection legislation and health and safety regulations. Legislation on equality and diversity is covered in **Task 9**.

When completing this task, you will need to:

- research relevant legislation and regulations to summarise what they cover
- consider when different legislation is applicable and how to use it
- consider the impact of health and safety legislation and consumer and data protection on your organisation, and specifically on your own role and responsibilities
- complete a case study on what happens when legislation is not followed correctly
- explain how codes of practice and ethical standards affect customer service provision in your organisation.

Key terms

Code of practice – a set of guidelines and regulations that members of a profession, trade, occupation or organisation must follow. They do not normally have the force of law behind them.

Ethical standards – moral principles that promote values such as trust, fairness and kindness.

Legislation – a law, or group of laws, agreed by Parliament and enforced by the justice system.

Regulations – laws or rules agreed by any group in authority, such as a trade body or non-governmental organisation, which are usually used to regulate conduct.



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Relation to the standards

In this task you will be considering which legislation and regulations have an impact on your customer service.

As part of this task you will be working towards demonstrating that you have the following skills, knowledge or behaviour:

Knowledge:

By completing this task you should be able to:

- explain how the relevant legislation and regulations affect your organisation's customer service provision
- state your responsibilities for keeping information confidential and in the organisation
- state the responsibilities of employees and employers under the Health and Safety at Work Act.

Skills:

By completing this task you should be demonstrating personal organisation in your research by motivating yourself and managing your workload.

Behaviours:

By completing this task you should work towards demonstrating that you can take responsibility for keeping your knowledge up to date, as well as knowing how to treat customers correctly while complying with legal requirements.

You should also be working towards demonstrating that you can uphold your organisation's values, ethical standards and service culture through understanding and complying with legislation, regulations and codes of practice.

Suitable evidence

Evidence provided must reflect the scope of regulations and legislation used in your area of work, eg workplace policies, procedures and ethical codes.



Distinction

As part of working towards **distinction** level, the Customer Service Practitioner standards require you to be able to:

- explain the potential impact on your organisation if it fails to adhere to each of the relevant pieces of legislation and regulations
- explain how your code of practice or ethical standards affect your customer service.



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Preparatory activities

1. Research the following regulations, which may apply to your organisation. Write a couple of sentences to explain your rights and responsibilities for each Act:

a) The Consumer Protection from Unfair Trading Regulations

b) The Consumer Protection Act

c) The Consumer Credit Act

d) The Consumer Protection (Distance Selling) Regulations

e) The Consumer Rights Act

f) The Data Protection Act

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g) The Health and Safety at Work Act

h) The Health and Safety (Display Screen Equipment) Regulations

i) The Control of Substances Hazardous to Health Regulations

j) The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

k) The Workplace (Health, Safety and Welfare) Regulations

l) Employment law (covering working hours, leave, discrimination, etc)

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3. Read and complete the following case studies.

Case study 1

Mrs Morrison bought a watch for her husband's birthday from her local branch of Dobben's, using her store card as payment. After wearing the watch for a few days, her husband complained that the back regularly fell off, and he was concerned that it would be lost.

Mrs Morrison took the watch back to Dobben's and spoke to the assistant on the watch counter, asking for a replacement watch. The assistant asked whether Mrs Morrison had the receipt for the watch, but unfortunately it had been misplaced, so Mrs Morrison replied that she hadn't.

The assistant said that as the receipt was not available, Dobben's company policy was that a refund could not be given, and Mrs Morrison was advised to return the watch to the manufacturer under its guarantee and ask for the watch to be repaired or replaced.

What legislation covers this situation?

Is the assistant correct in applying company policy in this situation?
Explain why/why not.

What are Mrs Morrison's rights in this situation?

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Case study 2

Asif Patel, a lorry driver, was hit by a grain bucket attached to a telescopic loader when he was collecting a load at a local farm. The incident happened as Mr Patel was walking through a passageway towards the farmer. As he was walking, a telescopic loader driven by a farm employee struck him from behind, bruising his neck, back and shoulders.

The farmer, Christian France, told Mr Patel that it was his own fault and he should have looked where he was going – the loader was noisy, and he should have heard it coming. The farmer's policy on health and safety was that visitors to the farm were responsible for their own actions, and he had posted a notice at the entrance saying so.

What legislation covers this situation?

Is the farmer correct in applying company policy in this situation?
Explain why/why not.

What are Mr Patel's rights in this situation?





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Explain how your organisation makes you aware of the **health and safety** requirements in your workplace.

Explain how **health and safety** is monitored in your organisation.

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List the provisions of the **Data Protection Act**.

List the **types of information** that need to be kept **confidential** in your organisation. Remember that even in this task you should be following data protection laws, so do not add any confidential information here.

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Explain the policies and processes in your organisation that cover your responsibilities to ensure that **data** is kept **confidential**.



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Explain the possible consequences of **failing** to adhere to the following legislation. Consider how it would affect you personally as well as your organisation.

a) Health and safety regulations

b) Consumer protection legislation

c) Data protection legislation

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Write a short case study explaining how failing to follow key legislation or regulations has negatively affected another company's reputation. Make sure you identify which legislation the company failed to follow, describe what happened and explain the consequences.



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Research and summarise any **ethical standards** that your organisation follows.

Explain how your organisation's **ethical standards** affect the customer service your organisation delivers.



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Research and summarise any **codes of practice** that your organisation adheres to.

Explain how these **codes of practice** affect the customer service your organisation delivers.

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Learner reflection

Complete the learner reflection detailing what you have learnt from carrying out the task, how you will make use of your learning in your work and which skills you still need to develop.

Learner reflection

Mentor/trainer/employer feedback

Learner signature:

Date:

Mentor/trainer/employer signature:

Date:

