

|                        |  |
|------------------------|--|
| <b>Unit Title:</b>     | <b>Principles of handling incidents through a contact centre</b> |
| OCR unit number        | 12   |
| Sector unit number:    | CCTC13   |
| Level:                 | 2  |
| Credit value:          | 3  |
| Guided learning hours: | 18   |
| Unit reference number: | M/503/0405   |

### Unit purpose and aim

This unit concerns knowing the standards and procedures for dealing with incidents through a contact centre, understanding how to use contact centre communications systems to deploy incident management resources and how to deal with incidents reported to a contact centre.

| Learning Outcomes   | Assessment Criteria   | Teaching Content  |
|---|---|---|
| <b>The Learner will:</b><br>1 Know the standards and procedures for dealing with incidents through a contact centre | <b>The Learner can:</b><br>1.1 Describe the standards and procedures for handling incidents | Candidates should have an understanding of: <ul style="list-style-type: none"> <li>• standards and procedures such as               <ul style="list-style-type: none"> <li>- codes of communication</li> <li>- and standard wording</li> <li>- response times and levels</li> <li>- escalation and fault reporting</li> <li>- information access and recording</li> <li>- communication with external agencies</li> <li>- frequency of contact with on-site resources</li> <li>- specific to own role and sector</li> </ul> </li> </ul> |
|   | 1.2 Describe techniques for controlling conversations with contacts                         | <ul style="list-style-type: none"> <li>• techniques such as               <ul style="list-style-type: none"> <li>- type of questions used e.g. open, closed and probing</li> <li>- active listening i.e. paraphrasing, repeating summarising,</li> <li>- voice control e.g. tone, intonation, volume, assertiveness</li> </ul> </li> </ul>  |

| Learning Outcomes   | Assessment Criteria  | Teaching Content  |
|---|--|---|
|   | 1.3 Describe how to prioritise reported incidents  | <ul style="list-style-type: none"> <li>• prioritise according to agreed standards</li> </ul>  |
|   | 1.4 Describe the information needs of those taking action over incidents                               | <ul style="list-style-type: none"> <li>• information needs may include               <ul style="list-style-type: none"> <li>- details of caller i.e. name, gender, age</li> <li>- type and location of the incident</li> <li>- resources allocated with ETA</li> <li>- other agencies involved</li> <li>- contact details and/or call signs</li> </ul> </li> </ul>  |
|   | 1.5 Describe why and to whom to escalate incident responses  | <ul style="list-style-type: none"> <li>• escalation will be               <ul style="list-style-type: none"> <li>- due to limits of own authority</li> <li>- inline with organisational standards</li> </ul> </li> </ul>  |
| 2 Understand how to use contact centre communications systems to deploy incident management resources | 2.1 Explain how to choose the most efficient means to communicate with those dealing with the incident | <p>Candidates should have an understanding of:</p> <ul style="list-style-type: none"> <li>• choosing the most efficient communication means may include               <ul style="list-style-type: none"> <li>- mobile voice i.e. radio,</li> <li>- telephone</li> <li>- fixed voice i.e. landline telephone, intercom,</li> <li>- electronic i.e. email, video conferencing</li> </ul> </li> </ul>                              |
|   | 2.2 Explain the agreed conventions of wording, codes, style and approach for different media options   | <ul style="list-style-type: none"> <li>• the use of media options to comply with               <ul style="list-style-type: none"> <li>- organisational standards</li> <li>- recognised codes of practice i.e. phonetic alphabet</li> </ul> </li> </ul>  |
| 3 Understand how to deal with incidents reported to a contact centre                                  | 3.1 Describe the impact of regulation or legislation on incident management                            | <p>Candidates should have an understanding of:</p> <ul style="list-style-type: none"> <li>• impact including the negative and positive aspects of legislation or regulation relating to               <ul style="list-style-type: none"> <li>- health and safety</li> <li>- data protection and confidentiality</li> <li>- employment law i.e. working time directives</li> <li>- specific to the sector</li> </ul> </li> </ul> |

| Learning Outcomes | Assessment Criteria  | Teaching Content   |
|-------------------|--|--|
|                   | 3.2 Explain the use of decision trees  | <ul style="list-style-type: none"> <li>• use of decision trees as an analytical tool to               <ul style="list-style-type: none"> <li>- evaluate the incident and options for dealing</li> <li>- identify associated risks</li> <li>- identify resources requirements</li> <li>- determine cost</li> </ul> </li> </ul>  |
|                   | 3.3 Explain the basis on which incidents should be escalated   | <ul style="list-style-type: none"> <li>• escalation will be               <ul style="list-style-type: none"> <li>- due to limits of own authority</li> <li>- inline with organisational standards</li> </ul> </li> </ul>   |
|                   | 3.4 Describe the limitations of the instructions and advice that can be passed on to someone reporting an incident | <ul style="list-style-type: none"> <li>• the limitations such as               <ul style="list-style-type: none"> <li>- remoteness from incident preventing confirmation of all the facts</li> <li>- limits of own knowledge and authority</li> <li>- emotional and/or physical condition of the caller</li> <li>- potential legal and civil consequences</li> </ul> </li> </ul> |
|                   | 3.5 Describe the type and extent of resources available to deal with incidents                                     | <ul style="list-style-type: none"> <li>• the types and extent of available resources such as               <ul style="list-style-type: none"> <li>- people – internal or external</li> <li>- equipment</li> <li>- communication systems</li> <li>- specialists – internal or external</li> </ul> </li> </ul>   |

## Assessment

---

This unit is internally assessed by centre staff (e.g. teachers/tutors, support workers, carers, assessors) and externally verified by OCR.

## Guidance on assessment and evidence requirements

---

Please refer to the OCR Centre Handbook available from the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

You should refer to the '*Admin Guide: Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.

## National Occupational Standards (NOS) mapping/signposting

---

| Occupational standards | Unit number | Title  |
|------------------------|-------------|--|
| Contact centre         | 38          | Handle incidents under direction in a contact centre |

## Functional skills signposting

---

Training provided for contact centre operations may help to prepare candidates for the functional skills assessment (e.g. report writing may be good preparation for English). It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

| Functional Skills Standards |  |              |  |  |  |
|-----------------------------|--|--------------|--|--|--|
| English                     |  | Mathematics  |  | ICT  |  |
| Speaking and Listening      |  | Representing |  | Use ICT systems                              |  |
| Reading                     |  | Analysing    |  | Find and select information                  |  |
| Writing                     |  | Interpreting |  | Develop, present and communicate information |  |

## Resources

---

OCR evidence sheets have been produced to support candidates in producing appropriate evidence for these qualifications. Centres may choose to:

- tailor these for candidates
- use these as a benchmark for devising their own evidence sheets to aid candidates

Candidate evidence checklists can be found in the Contact Centre Operations section containing on the OCR website: <http://www.ocr.org.uk>.

## Additional information

---

For further information regarding administration for this qualification, please refer to the OCR document 'Admin Guide: Vocational Qualifications' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).