

Unit Title:	Manage incidents referred to a contact centre
OCR unit number	17
Sector unit number:	CC39
Level:	3
Credit value:	6
Guided learning hours:	30
Unit reference number:	K/503/0418

Unit purpose and aim

This unit concerns being able to manage incidents through a contact centre, provide support to colleagues on incident management and understand management of incidents reported to a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>The Learner will:</p> <p>1 Be able to manage incidents through a contact centre</p>	<p>The Learner can:</p> <p>1.1 Respond to incoming contacts relating to incidents in accordance with organisational procedures</p> <p>1.2 Select resources that are available to deal with reported incidents</p> <p>1.3 Inform the selected personnel of their responsibilities in accordance with organisational procedures</p> <p>1.4 Specify the action needed from personnel that are deployed to deal with the incident in accordance with organisational procedures</p> <p>1.5 Monitor the management of the incident in accordance with organisational procedures</p> <p>1.6 Ensure that the correct decision paths have been followed to manage reported incidents</p> <p>1.7 Deal with queries and/or complaints about incident handling in accordance with organisational procedures</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> • The organisation procedures for responding to, and monitoring incidents. • The resources and personnel available to deal with incidents. • The organisational systems for deploying resources and personnel within the candidates limits of authority • The organisational procedures for complaint handling and recording.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>2 Be able to provide support to colleagues on incident management in a contact centre</p>	<p>2.1 Agree with colleagues the areas in which they need support and guidance in incident management</p> <p>2.2 Agree with colleagues the type of support that will provide them with support that is capable of meeting their identified needs</p> <p>2.3 Identify actions to improve team performance in incident handling from a review of incident management results</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> • The organisational monitoring systems and the procedures for giving feedback to individuals and teams. • The training and development resources available.
<p>3 Understand how to manage incidents reported to a contact centre</p>	<p>3.1 Explain the incident management services offered by the contact centre</p> <p>3.2 Describe the strengths and weaknesses of methods of assessing the validity and priority of the potential incident</p> <p>3.3 Explain the importance of clear communication using the most appropriate channel with those dealing with incidents</p> <p>3.4 Describe the strengths and weaknesses of ways of monitoring the actions of those deployed to deal with the incident</p> <p>3.5 Describe the strengths and weaknesses of different types of support for colleagues</p> <p>3.6 Explain the importance of reviewing incident management results</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> • The types of incident most likely to occur on a day to day basis and how the priority of these is assessed. • The various communication channels available and when to use each of them. • How to select incidents to review and how the information recorded by the various organisations deployed can be obtained

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

You must provide evidence that you are able to manage incidents, supporting colleagues using the appropriate systems and procedures in a contact centre environment.

Guidance on assessment and evidence requirements

Please refer to the OCR Centre Handbook available from the OCR website www.ocr.org.uk

National Occupational Standards (NOS) mapping/signposting

Occupational Standards	Unit Number	Title
Contact Centre	39	Manage incidents referred to a contact centre

Functional Skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills

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

Resources

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).