Unit Title:	**Principles of incident management through a contact centre**
OCR unit number	13
Sector unit number:	CCTC14
Level:	3
Credit value:	4
Guided learning hours:	28
Unit reference number:	J/503/0409

Unit purpose and aim

This unit concerns understanding incident management through a contact centre and the use of incident management data.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand incident management through a contact centre	**The Learner can:** 1.1 Describe the procedures and guidelines for incident handling, monitoring and management of complaints	Candidates should have an understanding of: • procedures and guidelines including - codes of communication - and standard wording - response times and levels - escalation and fault reporting - information access and recording - communication with external organisations and agencies - information gathering - incident re-evaluation - legal and regulatory policies - specific to own role and sector
	1.2 Explain the strengths and weaknesses of methods of assessing the validity and priority of potential incidents	• methods of assessing validity and priority including - verbal reports - written reports - historic data - current incidents and resources allocation

© OCR 2011

Learning Outcomes	Assessment Criteria	Teaching Content
	1.3 Explain the strengths and weaknesses of methods of monitoring the actions of those deployed to deal with incidents	• methods of monitoring actions including - through communication channels such as radio, telephone, briefings, text messaging - through remote monitoring equipment such as CCTV, video links
	1.4 Explain the importance of confirming the availability of suitable resources to deal with incidents	• the importance of confirming the availability of suitable resources including - to deal effectively with the incident within the allocated priority level - to manage the limitations of available resources i.e. individual and team skills, equipment, employment restrictions, escalation points
	1.5 Explain the roles and responsibilities of staff deployed to deal with incidents	• staff roles and responsibilities including those of - individuals - team members - team leaders/managers - specialists and/or external agencies
	1.6 Explain the use of decision trees in incident management	• use of decision trees as an analytical tool to - evaluate the incident and options for dealing - identify associated risks - identify resources requirements - determine cost
	1.7 Explain the importance of unambiguous communication in incident management	• importance of unambiguous communication including - to inform others of procedural and legal boundaries - to inform others in the use of communication systems such as call signs, limitations - to inform personnel to their role

© OCR 2011

Learning Outcomes	Assessment Criteria	Teaching Content
		- to direct others in the deployment of resources - to identify escalation points
2 Understand the use of incident management data	2.1 Explain how to analyse incident management data to identify actions that will improve team performance	Candidates should have an understanding of: • how to analyse may include the use of - SWOT analysis of individual and team performance - situational analysis of key factors and trends - strategic analysis against agreed KPIs and organisational aims
	2.2 Explain the importance of reviewing incident management data	• the importance of review including - to establish the effectiveness and limitations of resources such as equipment, communication systems - to verify individual and / or team performance met the required standard - to inform changes to procedures and guidelines - to ensure compliance with legal and regulatory requirements - to identify training needs

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.

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	39	Manage incidents referred to 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.

© OCR 2011