

**Unit Title:** **Develop strategy for incident management by a contact centre**

OCR unit number: 22

Sector unit number: CC41

Level: 5

Credit value: 7

Guided learning hours: 12

Unit reference number: R/503/0414

### Unit purpose and aim

This unit concerns being able to develop organisational strategy for incident management through a contact centre, develop organisational procedures for incident management and understand the development of strategy for incident management through a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<p><b>The Learner will:</b></p> <p>1 Be able to develop organisational strategy for incident management through a contact centre</p>	<p><b>The Learner can:</b></p> <p>1.1 Establish the implications of linking incident management strategy and organisational strategy</p> <p>1.2 Ensure the incident management strategy informs organisational policies and procedures</p> <p>1.3 Communicate the requirements of the strategy to everyone who will be affected by it</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> <li>• The organisational strategy and the role of the contact centre in achieving the objectives of the organisation.</li> <li>• Methods of disseminating information to various levels of management</li> </ul>
<p>2 Be able to develop organisational procedures for incident management through a contact centre</p>	<p>2.1 Convert incident management strategic objectives into viable operational objectives and work flows</p> <p>2.2 Use colleagues' feedback in the design of organisational procedures relating to incident management</p> <p>2.3 Ensure incident management procedures include checks to ensure they are followed</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> <li>• The types of incident that will occur on a regular basis and the larger incidents that will affect workflow.</li> <li>• How to obtain constructive feedback on the needs of the contact centre to maintain workflow at all times.</li> <li>• The way to carry out modelling and the testing of the models before they are incorporated into systems.</li> </ul>

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Run a test prior to achieving agreement to ensure the fitness for purpose of the procedures 2.5 Monitor the effectiveness of the incident management procedures against agreed criteria 2.6 Use an analysis of monitoring data to make recommendations for the enhancement of incident management procedures	<ul style="list-style-type: none"> <li>The monitoring systems in place and the data available from them.</li> </ul>
3 Understand the development of strategy for incident management through a contact centre	3.1 Define the strategic aims of the incident management service offered by the contact centre 3.2 Evaluate the impact of regulation or legislation on incident management through a contact centre 3.3 Evaluate the impact of the incident management strategy 3.4 Evaluate techniques for defining the strategic aims of contact centre operations 3.5 Explain the importance of consulting colleagues about the practicality of strategies that might be proposed 3.6 Explain the importance of including checks in procedures to ensure that they are followed 3.7 Evaluate the strengths and weaknesses of methods of testing procedures against agreed criteria	This may include an understanding of: <ul style="list-style-type: none"> <li>Legislation and organisational regulations relating to the management of incidents by the contact centre.</li> <li>The importance of debriefing sessions following any problems in the call centres handling of an incident.</li> <li>The relevance of debriefing sessions involving all interested parties and organisations deployed, following any major incident</li> </ul>

## 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

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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 develop organisational strategies and procedures for incident management in a contact centre.

## Guidance on assessment and evidence requirements

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

## National Occupational Standards (NOS) mapping/signposting

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Occupational Standards	Unit Number	Title
Contact Centre	41	Coordinate and develop strategy for incident management by a contact centre

## Functional Skills signposting

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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

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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

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