

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

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

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

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	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.