

Unit Title:	Manage incident management systems in a contact centre
OCR unit number	21
Sector unit number:	CC40
Level:	4
Credit value:	6
Guided learning hours:	12
Unit reference number:	H/503/0417

Unit purpose and aim

This unit concerns being able to ensure the effective management of incidents through a contact centre, contribute to the development of organisational strategy for incident management and understand the management of incidents reported to a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to ensure the effective management of incidents through a contact centre	The Learner can: 1.1 Ensure compliance with organisational procedures for handling reported incidents through an analysis of incident handling against agreed criteria 1.2 Use feedback to identify areas for enhancements to incident management systems 1.3 Identify metrics that measure changes in performance in incident handling 1.4 Use the findings of reviews to make recommendations for the enhancement of performance in accordance with organisational procedures 1.5 Implement agreed changes in accordance with organisational procedures	This may include an understanding of: <ul style="list-style-type: none"> • The monitoring and reporting and recording systems in place and the data available from these. • The available sources of feedback both internal and external.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>2 Be able to contribute to the development of organisational strategy for incident management through a contact centre</p>	<p>2.1 Use an analysis of evidence to establish the need for changes in incident management handling</p> <p>2.2 Develop recommendations for the ongoing review of organisational strategy for handling incidents in incident management</p> <p>2.3 Ensure that the revised strategy meets organisational objectives</p>	<p>This may include an understanding of:</p> <ul style="list-style-type: none"> • The relevant parties to be consulted to confirm future strategy of the organisation. • The ways in which changes in strategy affect the operations of the contact centre.
<p>3 Understand the management of incidents reported to a contact centre</p>	<p>3.1 Explain the incident management services offered by the contact centre</p> <p>3.2 Evaluate the strengths and weaknesses of methods of monitoring contact handling which leads to incident management</p> <p>3.3 Evaluate the efficiency of techniques for analysing data and metrics relating to the handling of contacts which lead to incident management</p> <p>3.4 Evaluate methods of assessing the effectiveness of incident management against agreed criteria</p> <p>3.5 Explain the importance of defining the boundaries of procedures dealing with incident management and contact centre responsibilities</p> <p>3.6 Explain the importance of consultation with colleagues regarding possible changes in procedures</p> <p>3.7 Explain the organisational strategy relevant to incident management by the contact centre</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 regular basis and how the priority of these is assessed. • The management and command structure that is in place, and how this may be augmented in cases of major incidents • The various debriefing processes that are used for different levels of incident.

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 and contribute to the development of incident management strategy 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	40	Manage Incident Management Systems in 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).