

Unit Title:	Deal with incidents through a contact centre
OCR unit number:	16
Sector unit number:	CC38
Level:	2
Credit value:	7
Guided learning hours:	40
Unit reference number:	K/503/0421

Unit purpose and aim

This unit concerns being able to deal with incidents through a contact centre, use contact centre communications systems to deploy incident management resources and understand how to deal with incidents in a contact centre.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>The Learner will:</p> <p>1 Be able to deal with incidents through a contact centre</p>	<p>The Learner can:</p> <p>1.1 Respond to incoming calls in a calm and professional manner</p> <p>1.2 Maintain control of the conversation</p> <p>1.3 Record the contact and information in an incident log in accordance with organisational procedures</p> <p>1.4 Assess and prioritise reported incidents in accordance with organisational procedures</p> <p>1.5 Pass accurate and concise contact information to those responsible for taking action in accordance with organisational procedures</p> <p>1.6 Provide information, advice and support in response to requests in accordance with organisational procedures</p> <p>1.7 Escalate incident responses in accordance with organisational procedures</p>	<p>This may include an understanding of:</p> <p>The use of open and closed questioning.</p> <p>The effect body language and expression can have on conversation</p> <p>The information that must be recorded and passed on if the incident has to be escalated.</p>

Learning Outcomes	Assessment Criteria	Teaching Content
<p>2 Be able to use contact centre communications systems to deploy incident management resources</p>	<p>2.1 Communicate with external organisations in accordance with organisational procedures</p> <p>2.2 Use the most efficient means (voice or data options) to communicate with those dealing with the incident</p> <p>2.3 Use agreed conventions of wording, style and approach appropriate for different communication media</p>	<p>This may include an understanding of:</p> <p>The external organisations that the candidate has the authority to contact.</p> <p>The various communication equipment available and the appropriate method to select depending on the situation</p> <p>What jargon is and is not permissible</p>
<p>3 Understand how to deal with incidents in a contact centre</p>	<p>3.1 Describe the incident management services offered by the contact centre</p> <p>3.2 Describe the impact of regulation or legislation on incident management</p> <p>3.3 Describe the purpose and use of decision trees</p> <p>3.4 Describe how to determine the appropriate allocation of resources to incidents</p> <p>3.5 Describe the boundaries of a contact incident that justify actions being escalated to different levels of response</p> <p>3.6 Describe the nature and limits of instructions and advice that can be passed on to a contact reporting an incident</p> <p>3.7 Describe standard wording and codes used by the organisation when dealing with incident management</p> <p>3.8 Describe the type and extent of resources available for deployment in incident management</p>	<p>This may include an understanding of:</p> <p>The organisational regulations as well as legislation that applies to the operations in the contact centre</p> <p>The types of incident most likely to occur on a day to day basis.</p> <p>The type of incident that will be outside of the candidates authority and will need urgent escalation</p> <p>The other organisations that might be utilised to assist with an incident.</p>

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 deal with incidents in a contact centre environment, using the correct recording and communication systems appropriate to your job role.

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	38	handle Incidents under direction 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).