Unit Title:	**Develop strategy for contact centre systems and technology**
OCR unit number	6
Sector unit number:	CC12
Level:	5
Credit value:	7
Guided learning hours:	12
Unit reference number:	L/503/0380

Unit purpose and aim

This unit concerns being able to develop strategy for contact centre systems and technology, develop organisational policy to ensure operational continuity for contact centre systems and technology and understand the strategic implications of contact centre systems and technology capability.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to develop strategy for contact centre systems and technology	**The Learner can:** 1.1 Identify the aspects of business strategy that are influenced by systems and technology 1.2 Develop a strategy that meets current and anticipated requirements of contact centre systems 1.3 Ensure the strategy complements the contact centre's business strategy through consultation with colleagues	The Learner may include: • Business aims and objectives • Available systems and their potential to maximise business opportunities • The current and future needs of the business • Long term plans to meet anticipated business needs • Records of consultation with appropriate colleagues – e.g. reports meetings
2 Be able to develop organisational policy to ensure operational continuity for contact centre systems and technology	2.1 Identify the policy drivers that result from systems and technology strategy and operational requirements 2.2 Evaluate the risks associated with breaches of operational continuity resulting from systems or technology failure 2.3 Identify risk mitigation measures that are commensurate with the degree of risk	• Policies shaped by the needs of the business, its vision and the flexibilities or limitations of the chosen technology • Tools and techniques employed to analyse the risks associated with system failure • Examples of risk assessments, including financial risks and risk to reputation

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Develop organisational policy for systems in accordance with organisational standards 2.5 Secure commitment to the policy through consultation with colleagues	• Examples of contingency plans with rationale • Policy documentation and rationale for content • Records of consultation with colleagues – e.g. reports, meetings
3 Understand the strategic implications of contact centre systems and technology capability	3.1 Evaluate organisational procedures and guidelines and the structure of contact centre tasks that are affected by operational continuity issues and business strategy 3.2 Evaluate the impact of regulation and legislation on the options for contact centre strategy and policy 3.3 Explain the decision-making process in agreeing strategies and policies for systems and technologies 3.4 Explain the advantages and disadvantages of different options for mitigating the risks associated with system failure 3.5 Explain the strategic importance of linking the systems and technology and business strategy	• Operational planning and job evaluations • Business vision, aims and objectives • Relevant legislation – e.g. data protection; health & safety; equality • Regulatory requirements – e.g. codes of practice; professional bodies • The company procedure for developing strategy and policy • Channels for consultation • The potential risks posed to the business by a system failure and contingency planning • The relationship between the business aims and objectives and the systems and technology chosen to support them.

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 develop organisational strategies relating to contact centre technologies and systems, demonstrating an understanding of their operational and strategic importance.

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	12	Coordinate contact centre systems and technology

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).*