Unit Title:	**Manage resource planning and improvement of resource allocation in a contact centre**	

OCR unit number	19
Sector unit number:	CC36
Level:	4
Credit value:	6
Guided learning hours:	20
Unit reference number:	F/503/0425

Unit purpose and aim

This unit concerns being able to develop organisational approaches to demand forecasting in a contact centre, allocate resources to meet demand, contribute to the development of resource policies and understand the management of resource plans for contact centre operations.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to develop organisational approaches to demand forecasting in a contact centre	**The Learner can:** 1.1 Identify the organisational strategy and objectives that provide pointers to future demand 1.2 Assess the suitability of demand forecasting tools and the use of confidence limits for organisational objectives 1.3 Adapt demand forecasting methods to meet specified requirements	This may include an understanding of: • The sector in which the organisation works and the factors that affect supply and demand in the sector.
2 Be able to allocate resources to meet demand in a contact centre	2.1 Identify the resources needed for contact centre operations from an analysis of demand 2.2 Identify the availability of suitable resources for deployment in contact centre operations 2.3 Allocate resources in a way that optimise efficiency within the constraints	This may include an understanding of: • The difference in demand at different times in different sections of the contact centre. • The transferability of staff and equipment between areas. • The limits of the amount of equipment that can be held only for peak times.

Learning Outcomes	Assessment Criteria	Teaching Content
3 Be able to contribute to the development of resource policies in a contact centre	3.1 Identify the strengths and weaknesses of current organisational resource policies in terms of the ability to achieve organisational objectives 3.2 Confirm any need for any changes to organisational resource policies with colleagues 3.3 Recommend changes to organisational resource policies that would improve efficiency in contact centre operations	This may include an understanding of: • How to review previous plans objectively taking into account current conditions. • Anticipated peaks in demand.
4 Understand the management of resource plans for contact centre operations	4.1 Analyse the impact of organisational requirement and regulation and legislation on contact centre operations 4.2 Evaluate the impact of organisational procedures and guidelines relating to resourcing contact centre operations 4.3 Explain the organisational strategies and objectives that may have an impact on resourcing contact centre operations 4.4 Explain the uses of confidence limits in demand forecasting 4.5 Explain the importance of reaching agreement with colleagues on the allocation of resources in contact centres 4.6 Explain the influence of resource allocation on business efficiency	This may include an understanding of: • Legislation and organisational regulations relating to the products or services of the contact centre. • The availability of records of previous planning and any subsequent reviews of the level of success attained. • The timescales involved so that planning is completed giving adequate time to arrange any additional resources and to communicate the plans to staff and review any feedback from them. • The cost/benefit analysis of the plan.

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 methods of forecasting demand for contact centre activities, allocate resources as required and contribute to the development of organisational policies for the deployment of resources.

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	36	Manage resource planning and improvement of resource allocation 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).*