

Unit Title:	<b>Deal with incidents through a contact centre</b>
OCR unit number:	36
Level:	2
Credit value:	7
Guided learning hours:	40
Unit reference number:	K/503/0421

## Unit aim and purpose

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
<b>The Learner will:</b> 1 Be able to deal with incidents through a contact centre	<b>The Learner can:</b> 1.1 Respond to incoming calls in a calm and professional manner 1.2 Maintain control of the conversation 1.3 Record the contact and information in an incident log in accordance with organisational procedures 1.4 Assess and prioritise reported incidents in accordance with organisational procedures 1.5 Pass accurate and concise contact information to those responsible for taking action in accordance with organisational procedures 1.6 Provide information, advice and support in response to requests in accordance with organisational procedures 1.7 Escalate incident responses in accordance with organisational procedures
2 Be able to use contact centre communications systems to deploy incident management resources	2.1 Communicate with external organisations in accordance with organisational procedures 2.2 Use the most efficient means (voice or data options) to communicate with those dealing with the incident 2.3 Use agreed conventions of wording, style and approach appropriate for different communication media
3 Understand how to deal with incidents in a contact centre	3.1 Describe the incident management services offered by the contact centre 3.2 Describe the impact of regulation or legislation on incident management 3.3 Describe the purpose and use of decision trees 3.4 Describe how to determine the appropriate allocation of resources to incidents 3.5 Describe the boundaries of a contact incident that justify actions being escalated

Learning Outcomes	Assessment Criteria
	<p>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>

## Assessment

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This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

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Skills CFA Assessment Strategy Competence units (S/NVQ).

## Additional information

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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](http://www.ocr.org.uk) .