

Unit Title:	Manage incident management systems in a contact centre
OCR unit number:	23
Level:	4
Credit value:	6
Guided learning hours:	12
Unit reference number:	H/503/0417

Unit aim and purpose

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
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
2 Be able to contribute to the development of organisational strategy for incident management through a contact centre	2.1 Use an analysis of evidence to establish the need for changes in incident management handling 2.2 Develop recommendations for the ongoing review of organisational strategy for handling incidents in incident management 2.3 Ensure that the revised strategy meets organisational objectives
3 Understand the management of incidents reported to a contact centre	3.1 Explain the incident management services offered by the contact centre 3.2 Evaluate the strengths and weaknesses of methods of monitoring contact handling which leads to incident management 3.3 Evaluate the efficiency of techniques for analysing data and metrics relating to the handling of contacts which lead to incident management 3.4 Evaluate methods of assessing the effectiveness of incident management

Learning Outcomes	Assessment Criteria
	<p>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>

Assessment

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

Guidance on assessment

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

Additional information

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.