

Unit Title: Manage incidents referred to a contact centre

OCR unit number: 31
 Level: 3
 Credit value: 6
 Guided learning hours: 30
 Unit reference number: K/503/0418

Unit aim and purpose

This unit aims to develop the knowledge and skills required to manage incidents through a contact centre environment.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to manage incidents through a contact centre	The Learner can: 1.1 Respond to incoming contacts relating to incidents in accordance with organisational procedures 1.2 Select resources that are available to deal with reported incidents 1.3 Inform the selected personnel of their responsibilities in accordance with organisational procedures 1.4 Specify the action needed from personnel that are deployed to deal with the incident in accordance with organisational procedure 1.5 Monitor the management of the incident in accordance with organisational procedures 1.6 Ensure that the correct decision paths have been followed to manage reported incidents 1.7 Deal with queries and/or complaints about incident handling in accordance with organisational procedures
2 Be able to provide support to colleagues on incident management in a contact centre	2.1 Agree with colleagues the areas in which they need support and guidance in incident management 2.2 Agree with colleagues the type of support that will provide them with support that is capable of meeting their identified needs 2.3 Identify actions to improve team performance in incident handling from a review of incident management results
3 Understand how to manage incidents reported to a contact centre	3.1 Explain the incident management services offered by the contact centre 3.2 Describe the strengths and weaknesses of methods of assessing the validity and priority of the potential incident 3.3 Explain the importance of clear communication using the most appropriate channel with those dealing with incidents

Learning Outcomes	Assessment Criteria
	<p>3.4 Describe the strengths and weaknesses of ways of monitoring the actions of those deployed to deal with the incident</p> <p>3.5 Describe the strengths and weaknesses of different types of support for colleagues</p> <p>3.6 Explain the importance of reviewing incident management results</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 .