



Deal with incidents through a contact centre

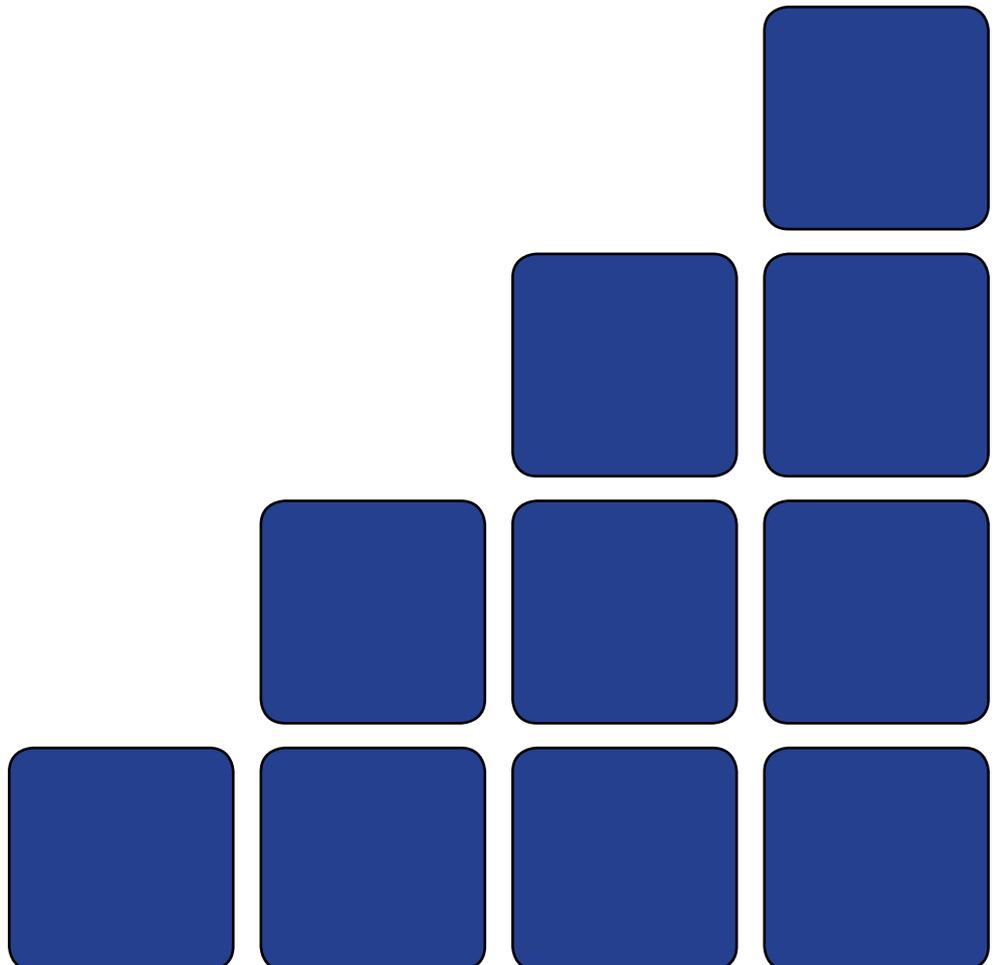
UBU48

K/503/0421

Learner name:

Learner number:

VRQ



UBU48

Deal with incidents through a contact centre

The aim of this unit is to develop your knowledge, understanding and skills to deal with incidents through a call centre. You will learn how to maintain control of a call in a calm and professional manner. You will also learn how to escalate the call and use agreed wording and style to deal with different communication media.

Level

2

Credit value

7

GLH

40

Observation(s)

2

External paper(s)

0



Deal with incidents through a contact centre

Learning outcomes

On completion of this unit you will:

1. Be able to deal with incidents through a contact centre
2. Be able to use contact centre communications systems to deploy incident management resources
3. Understand how to deal with incidents in a contact centre

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
5. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Relationship to National Occupational Standards

This unit is linked to Contact Centre National Occupational Standards:

- CFACC38 Deal with incidents through a contact centre



Observations

Learning outcome 1

Be able to deal with incidents through a contact centre

You can:

- a. Respond to incoming calls in a calm and professional manner
- b. Maintain control of the conversation
- c. Record the contact and information in an incident log in accordance with organisational procedures
- d. Assess and prioritise reported incidents in accordance with organisational procedures
- e. Pass accurate and concise contact information to those responsible for taking action in accordance with organisational procedures*
- f. Provide information, advice and support in response to requests in accordance with organisational procedures
- g. Escalate incident responses in accordance with organisational procedures*

* *May be assessed by supplementary evidence.*

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to use contact centre communications systems to deploy incident management resources

You can:

- a. Communicate with external organisations in accordance with organisational procedures
- b. Use the most efficient means (voice or data options) to communicate with those dealing with the incident
- c. Use agreed conventions of wording, style and approach appropriate for different communication media

**May be assessed by supplementary evidence.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

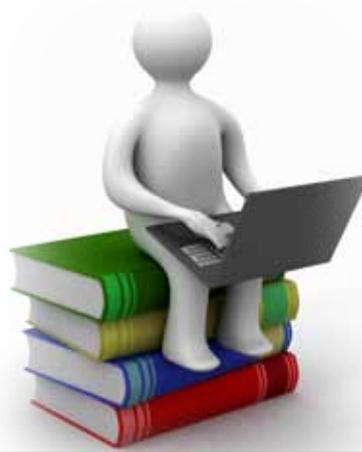
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 3

Understand how to deal with incidents in a contact centre

You can:	Portfolio reference
a. Describe the incident management services offered by the contact centre	
b. Describe the impact of regulation or legislation on incident management	
c. Describe the purpose and use of decision trees	
d. Describe how to determine the appropriate allocation of resources to incidents	
e. Describe the boundaries of a contact incident that justify actions being escalated to different levels of response	
f. Describe the nature and limits of instructions and advice that can be passed on to a contact reporting an incident	
g. Describe standard wording and codes used by the organisation when dealing with incident management	
h. Describe the type and extent of resources available for deployment in incident management	