Unit 234 Deal with incidents through a contact centre

UAN:	**K/503/0421**
Level:	2
Credit value:	7
GLH:	40
Relationship to NOS:	This unit is linked to Contact Centre NOS 38.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by Cfa, the Sector Skills Council for Administration
Aim:	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 outcome
The learner will: 1. be able to deal with incidents through a contact centre
Assessment criteria
The learner can: 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.

Learning outcome
The learner will: 2. be able to use contact centre communications systems to deploy incident management resources
Assessment criteria
The learner can: 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.

Learning outcome
The learner will: 3. understand how to deal with incidents in a contact centre
Assessment criteria
The learner can: 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 to different levels of response 3.6 describe the nature and limits of instructions and advice that can be passed on to a contact reporting an incident 3.7 describe standard wording and codes used by the organisation when dealing with incident management 3.8 describe the type and extent of resources available for deployment in incident management.