Unit 320 Manage incidents referred to a contact centre

UAN:	**K/503/0418**
Level:	3
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is linked to Contact Centre NOS 39.
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 manage incidents through a contact centre, provide support to colleagues on incident management and understand management of incidents reported to a contact centre

Learning outcome
The learner will: 1. be able to manage incidents through a contact centre
Assessment criteria
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 procedures 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.

Assessment Guidance
Evidence may be supplied by: • product • professional discussion • questioning • reflective account • witness testimony • observation

Learning outcome
The learner will: 2. be able to provide support to colleagues on incident management in a contact centre
Assessment criteria
The learner can: 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.

Assessment Guidance
Evidence may be supplied by: • product • professional discussion • questioning • reflective account • witness testimony • observation

Learning outcome
The learner will: 3. understand how to manage incidents reported to a contact centre
Assessment criteria
The learner can: 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 3.4 describe the strengths and weaknesses of ways of monitoring the actions of those deployed to deal with the incident 3.5 describe the strengths and weaknesses of different types of support for colleagues

3.6	explain the importance of reviewing incident management results.

Assessment Guidance
Evidence may be supplied by: • reflective account • professional discussion • questioning.