Unit 416 Manage incident management systems in a contact centre

UAN:	**H/503/0417**
Level:	4
Credit value:	6
GLH:	12
Relationship to NOS:	This unit is linked to Contact Centre NOS 40.
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 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 outcome
The learner will: 1. be able to ensure the effective management of incidents through a contact centre
Assessment criteria
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.

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

Learning outcome
The learner will: 2. be able to contribute to the development of organisational strategy for incident management through a contact centre
Assessment criteria
The learner can: 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.

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

Learning outcome
The learner will: 3. understand the management of 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 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 against agreed criteria 3.5 explain the importance of defining the boundaries of procedures dealing with incident management and contact centre responsibilities 3.6 explain the importance of consultation with colleagues regarding possible changes in procedures 3.7 explain the organisational strategy relevant to incident management by the contact centre

Assessment Guidance

Evidence may be provided by:

- reflective account
- professional discussion
- questioning
- product
- witness testimony