

National Unit Specification: general information

UNIT Contact Centre Skills: Information and Communication
Technology (Intermediate 1)

CODE DN8G 10

COURSE

SUMMARY

This Unit is designed to provide the candidate with skills in using information and communication technology to provide a service, and will reflect the importance of adherence to organisational systems and procedures. It is intended for candidates who are undertaking a Scottish Progression Award in Contact Centre Skills. It may also be delivered as a stand-alone Unit which introduces the candidate to the skills underpinning using technology systems in a Contact Centre.

OUTCOMES

1. Undertake organisational procedures using technology.
2. Process data in accordance with organisational procedures.
3. Respond to customer needs using Information and Communication Technology.
4. Communicate with others using Information and Communication Technology.

RECOMMENDED ENTRY

Entry to this Unit is at the discretion of the centre.

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Administrative Information

Superclass: CY

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National Unit Specification: general information (cont)

CORE SKILLS

There is no automatic certification of core skills or core skills components.

National Unit Specification: statement of standards

UNIT Contact Centre Skills: Information and Communication Technology (Intermediate 1)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Undertake organisational operations using technology.

Performance criteria

- a) Log on following organisational procedures.
- b) Locate, open and navigate folders and files.
- c) Observe health and safety requirements.
- d) log off and shut down computer system.

Evidence Requirements

Performance evidence that the candidate meets the standards defined by the performance criteria. Evidence will be in the form of an observation checklist supported by electronic data records.

OUTCOME 2

Process data in accordance with organisational procedures

Performance criteria

- a) Follow organisational security procedures.
- b) Input accurate data to existing fields in a database.
- c) Create accurate records of customer information.
- d) Edit customer information records.

Evidence Requirements

Performance evidence that the candidate meets the standards defined by the performance criteria by making an electronic record of relevant details for three different contacts covering three different types of situation.

Evidence will be in the form of an observation checklist supported by electronic data records.

OUTCOME 3

Respond to customer needs using Information and Communication Technology.

Performance Criteria

- (a) Use appropriate technology to locate and provide relevant information.
- (b) Give accurate routine information and advice.
- (c) Comply with relevant legislation.
- (d) Record relevant details accurately on a database.
- (e) Comply with organisational requirements.

National Unit Specification: statement of standards (cont)

UNIT **Contact Centre Skills: Information and Communication Technology (Intermediate 1)**

Evidence Requirements

Performance evidence that the candidate can meet the standards defined by the performance criteria by providing service delivery to customers involving a minimum of three fact finding electronic searches and making an electronic record of relevant details for three different contacts covering three different types of situation.

Evidence will be in the form of an observation checklist supported by electronic data records.

OUTCOME 4

Communicate with others using Information and Communication Technology.

Performance Criteria

- (a) Create and send effective email messages.
- (b) Reply and forward received email messages.
- (c) Produce specified reports.
- (d) Comply with organisational requirements.

Evidence Requirements

Performance evidence that the candidate can meet the standards defined by the performance criteria by producing data for three different contacts for three different types of situation.

Evidence will be a minimum of one report and six e-mails.

National Unit Specification: support notes

UNIT Contact Centre Skills: Information and Communication Technology (Intermediate 1)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

The Unit is intended for candidates following a course of study and programmed activities in contact centre skills. It has been identified as one of six Units which will contribute towards a Scottish Progression Award in *Introductory Contact Centre Skills*.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The learning and teaching approaches to this Unit should be directly linked to a series of activities and exercises enabling candidates to experience situations where they will develop skills in using technology to provide a service delivery. This will involve using appropriate hardware and software efficiently and effectively, complying with organisational requirements and keeping others informed. Candidates need a broad understanding of the importance of data protection, health and safety, and other relevant legislation, but not a detailed knowledge of the law. The focus at this level will be on following the organisational procedures and processes for compliance with all relevant legislation or regulations.

Outcome 1

The candidate should follow all organisational requirements for operating technology. This will include following procedures for the safe use of Display Screen Equipment, and reporting any potential hazards in the work area or faults in equipment to the appropriate authority. Adherence to authorisation and validation procedures is essential.

Outcome 2

Knowledge and skills required will include how to log information, and how to confirm identity and validate requests

It is recommended that the database used should contain at least one table and one form consisting of approximately of 50 records and 8 fields including text, numerical, date and memo fields. Data entered must be error free although candidates should have an opportunity to amend errors on the first print.

Outcome 3

There are opportunities to integrate assessment with Outcome 2 of the Unit *Contact Centre Skills: Customer Care 1*.

Knowledge and skills will include how to access and make appropriate use of information held on computer, including the internet.

National Unit Specification: support notes (cont)

UNIT Contact Centre Skills: Information and Communication Technology (Intermediate 1)

Outcome 4

Reports should be typical of those specified by a company, and could be, for example, items automatically generated by adherence to organisational procedures, or weekly reviews of performance requested by supervisors and written up by candidates. Evidence for the Outcome could also be used to support evidence of competence in the Unit *Contact Centre Skills: Personal and Organisational Effectiveness*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

For all assessments:

- ◆ the assessment of performance should be as natural and efficient as possible and therefore some evidence of competence should come from assessors and/or others acting as ‘expert witnesses’. Detailed observation checklists, witness testimony and peer and self assessment may all provide appropriate performance evidence
- ◆ written evidence should arise naturally from tasks and activities appropriate to the workplace, such as copies of electronic files, work logs, e-mail, contact reports and job sheets
- ◆ ephemeral evidence, for example of decision taking, could be cross checked by oral questioning and backed up by brief written evidence – for example in the form of annotations to observation checklists

There are opportunities for integration with assessment of other Units in the award.

The use of simulation in a realistic workplace environment is acceptable where performance evidence in the workplace is unobtainable.

CANDIDATES WITH ADDITIONAL SUPPORT NEEDS

This Unit Specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (SQA, 2004).