H12D 04 (CFACC39) Manage incidents referred to a contact centre

Overview

What this standard is about

Some contact centres have specific responsibilities for dealing with emergency contacts. This involves contacts in which the person expects and/or demands the contact centre to be immediately responsive. Each organisation has well defined procedures designed to identify what is needed as quickly and accurately as possible. These procedures need to be followed closely as they have been developed in close consultation with those responding to incident requests and customers. Managing incidents involves following appropriate procedures, selecting and deploying resources using the correct communication channels and providing guidance to colleagues on incident handling and management.

This standard is about your role in handling incidents and taking responsibility for deploying available resources using appropriate communication systems. The role also involves supporting colleagues by providing guidance.

Performance Criteria

You must be able to:

Identify and use organisational procedures to manage incidents

1 Assess incoming incidents to identify organisational procedures that address the contact needs.
2 Respond to incoming contacts relating to incidence in accordance with organisational guidelines.
3 Ensure that the correct legislation and organisational policies have been followed to manage the incident reported in the contact.

Use appropriate communication channels to deploy resources to deal with reported incidents

4 Select resources that are immediately available to deal with an incident reported by a contact.
5 Select a method to communicate with the resources you have selected to deal with the incident.
6 Communicate with resources you wish to deploy to deal with an incident using the most appropriate communication media.
7 Specify the response needed from resources that have been deployed to deal with an incident.
8 Monitor the management of the incident by deployed resources and provide any additional support needed.
9 Deal with queries and/or complaints regarding the handling of contacts about incidents that must be managed.

Provide guidance to colleagues on incident management

10 Identify areas in which colleagues need support and guidance in incident management.
11 Agree with colleagues buddying and coaching activities that will provide them with support.
12 Carry out buddying or coaching activities with colleagues to support their development in handling incident management.
13 Review support work with colleagues handling contacts about incident management.
14 Ensure that review of incident management results in actions to improve team performance.

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Knowledge and Understanding

You need to know and understand:

(a) The incident management services offered by the contact centre.
(b) Organisational requirements and external regulation or legislation that impact on incident management through a contact centre.
(c) Organisational procedures for handling reported incidents and how they can be accessed.
(d) Methods of assessing incoming contacts for incident management.
(e) Methods for controlling the conversation.
(f) The importance of clear communication through the most appropriate channel with those who will be handling the incident.
(g) Ways of monitoring the actions of those deployed to deal with the incident.
(h) Buddying and coaching techniques for providing support to colleagues.
(i) Procedures for dealing with queries and complaints and the limits of your responsibilities in that area.
(j) The importance of reviewing incident management results in order to improve performance.

Evidence Requirements

To achieve this Unit you will need to ensure that your evidence covers all Performance Criteria and Knowledge and Understanding.

1 All evidence must be based on your performance at work.
2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3 You must provide evidence that shows you have managed incidents over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

Candidate Recording Form

Candidate's name _____ **Assessor's name** _____

Unit title	Manage incidents referred to a contact centre																								
Ref	**Description of Evidence**	**Performance Criteria**														**Knowledge and Understanding**									
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	a	b	c	d	e	f	g	h	i	j

Comments

Statement of competence
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met: **Candidate's signature** _____ **Date** _____ **Internal Verifier's signature** _____ **Date** _____ **Assessor's signature** _____ **Date** _____ **Date sampled (by IV)** _____