

### Overview

#### What this standard is about

Some contact centres have specific responsibilities for dealing with emergency contacts. This involves contacts where the person expects the contact centre to be immediately responsive. The work demands close attention to previously established procedures that are designed to identify what is needed as quickly and accurately as possible. That is followed by effective and controlled communication with those who can respond quickly and provide the help that has been requested.

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#### Performance Criteria

*You must be able to:*

##### **Handle incidents through a contact centre following organisational procedures**

- 1 Respond to incoming contacts in a calm and controlled manner.
- 2 Record the contact in an incident log for use throughout management of the incident.
- 3 Gather and record information from the contact following organisational procedures.
- 4 Follow organisational procedures to assess and prioritise reported incidents.
- 5 Pass accurate and concise contact information to those responsible for incident actions following organisational procedures.
- 6 Respond to requests for information or further incident management actions from those taking action.
- 7 Follow organisational procedures to give advice to incoming contacts.
- 8 Respond to changing circumstances in an incident by escalating incident response when appropriate following organisational procedures.

##### **Use communication systems to deploy resources in incident management**

- 9 Follow organisational procedures when communicating with external organisations and agencies regarding an incident.
- 10 Use voice or data options to communicate with those actioning incidents.
- 11 Follow agreed and accepted conventions of style and approach when using different communication media during incident management.
- 12 Use standard wording and codes when communicating with those actioning incident management.

**Knowledge and Understanding**

*You need to know and understand:*

- (a) The incident management services offered by the contact centre.
- (b) The command structure used by emergency services and/or utility companies.
- (c) Organisational requirements and external regulation or legislation that impact on incident management through a contact centre.
- (d) Organisational procedures for handling reported incidents and how they can be accessed.
- (e) Organisational procedures for recording information in an incident log.
- (f) What information is relevant to those actioning incident management and to external organisations and agencies that become involved.
- (g) The purpose and use of decision paths for obtaining information from contacts.
- (h) How to determine the nature of response to a contact and the appropriate allocation of resources to that response.
- (i) When and how to communicate with external organisations and agencies.
- (j) How to maintain control of a conversation.
- (k) How to identify potential major/critical incidents.
- (l) The boundaries of a contact incident that justify actions being escalated to different levels of response.
- (m) The organisational procedures for responding to potential major/critical incidents.
- (n) The nature and limits of instructions and advice that can be passed on to a contact reporting an incident.
- (o) How and when to use communication technology in incident management.
- (p) Standard wording and codes used by the organisation when dealing with incident management.
- (q) Techniques for assessing and prioritising incidents.
- (r) Techniques for coordination of information and communication technology.
- (s) The type and extent of resources available for deployment in incident management.

## **H11Y 04 (CFACC38) Deal with incidents through a contact centre**

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### **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 dealt with incidents over a sufficient period of time on different occasions for your assessor to be confident that you are competent.
- 4 The information you pass on to others may be verbal, in writing or passed on by any other method you would be expected to use within your job.



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