iTEC

Use specific features of contact systems and technology

VRQ

UBU15

Learner name:

Learner number:

F/503/0361

VTCT is a UK Government-approved awarding organisation which has awarded world class qualifications since 1962. Through our strategic approach to sectors we support, we aim to advance education, research and the public dissemination of knowledge, by helping to introduce new initiatives into the education system, to improve the employability and career prospects of learners.

More than 1000 approved centres now work with VTCT, and the ever-expanding list extends across the UK, Ireland, and internationally. We acquired the internationally recognised awarding organisation and examination board iTEC in 2016, adding to our footprint. We also acquired education technology specialists Digital Assess in the same year, adding value for training providers with technology that can digitally capture and assess learners online, amongst other innovations.

iTEC was founded by Dr W.E. Arnould-Taylor who in 1947 was a distinguished physiologist who became a Fellow of the Royal Society of Medicine. Both Dr Arnould-Taylor and Wallace Sharps the founder of VTCT, devoted their lives to developing the standing of the industry and the furtherance of education in the sector. Today iTEC has a close working relationship with over 650 centres worldwide including Europe, South Africa, Asia Pacific and the USA.

VTCT is a registered charity investing in education and skills but also giving to good causes in the area of facial disfigurement.

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)

Assessor tracking table

All assessors using this Record of Assessment book must complete this table. This is required for verification purposes.

Assessor name	Assessor signature	Assessor initials	Assessor number (optional)

Use specific features of contact centre systems and technology

UBU15

The aim of this unit is to develop the knowledge and understanding of the features and technology used in a contact centre. You will learn how to use technology to answer calls from customers in accordance with procedures, regulations and legislation.

Level
1

Credit value
3

GLH
12

Observation(s)
2

External Paper(s)
0

Use specific features of contact centre systems and technology

Learning outcomes

On completion of this unit you will:

1. Be able to use contact centre systems and technology to carry out customer contact tasks

2. Understand contact centre systems and technology

Evidence requirements

1. **Environment**
   Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).

2. **Simulation**
   Simulation is not allowed in this unit.

3. **Observation outcomes**
   Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

   Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

   You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. **Knowledge outcomes**
   There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

5. **Tutor/Assessor guidance**
   Your tutor **must** refer to the **'Skills CFA Assessment Strategy'** when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

   You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

   For guidance on the assessment material for some individual units please refer to the **'Assessment Guidance'**. This can be found on www.vtct.org.uk under the relevant qualification page.

6. **External paper**
   There is no external paper requirement for this unit.

Achieving observations

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Learning outcome 1

Be able to use contact centre systems and technology to carry out customer contact tasks

You can:

a. Log into the technology system that is appropriate for dealing with customer contacts

b. Follow defined pathways through the system to complete customer contact tasks

c. Use features of the technology contact handling system to control customer contacts

d. Locate information on the system needed to complete a customer contact

e. Identify to whom to refer when the customer contact cannot be completed

f. Input information into the system in accordance with organisational procedures

g. Validate the customer's identity from information given and information held on the system

*May be assessed by supplementary evidence.

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.

Learning outcome 2

Understand contact centre systems and technology

You can:	Portfolio reference
a. State the organisational procedures and guidelines for handling customer contacts	
b. List the products and/or services offered or supported by the contact centre	
c. List the regulation and/or legislation relevant to the contact centre's work with customers	
d. State to whom to pass contacts when they are outside the limits of your authority or the customer contact is too difficult to handle	
e. State the procedures for logging onto the technology systems	
f. State how to respond to prompts from the system indicating the pathway to be followed	
g. State how to use systems and technology to handle customer contacts	
h. Identify the categories of customer contacts that you are authorised to handle	

Notes

Use this area for notes and diagrams

Notes

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