

## SFJCCDD1.1

### Carry out after-call activities



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#### Overview

This unit is about carrying out any necessary after-call activities to ensure customers' needs have been met. It includes reviewing customers' requests and accessing the necessary information to carry out the activity. It also covers carrying out working duties in line with security, data protection, health and safety regulations and current departmental/organisation policies and procedures at all times.

For the purpose of this standard, `customers' can mean customers internal or external to the organisation or department.

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### Performance criteria

*You must be able to:*

- P1 carry out your working duties in line with security, data protection, health and safety regulations and current departmental and organisational policies and procedures at all times
- P2 carry out your working duties efficiently and effectively to optimise your availability
- P3 establish if the customer needs further information sent to them or if any other after-call activity needs to be carried out
- P4 access relevant information sources to assist with dealing with customers' needs and requirements
- P5 where appropriate, update the system ensuring that information is current, accurate and complete and/or issue relevant materials using appropriate departmental documentation
- P6 recognise when a request is beyond your remit and refer to the appropriate service ensuring that you provide current, accurate and complete information
- P7 record completion of after-call activities

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### Knowledge and understanding

*You need to know and understand:*

- K1 current, relevant departmental/organisational policies and procedures, for carrying out after-call activities and the importance of following them
- K2 current, relevant health and safety regulations and departmental/organisational requirements and the importance of following them
- K3 current, relevant security regulations and departmental/organisational policies and procedures and the importance of following them
- K4 current, relevant data protection regulations and departmental/organisational policies and procedures and the importance of following them
- K5 the importance of carrying out your working duties efficiently and effectively to optimise your availability
- K6 your responsibilities, timescales and expected outcomes as agreed with the customer
- K7 the importance of complying with your responsibilities and the timescales and expected outcomes as agreed with the customer
- K8 different information sources and which sources are relevant to carrying out after-call activities
- K9 how to navigate and access relevant information sources using appropriate systems
- K10 the importance of recording, storing and sharing information that is current, accurate and complete
- K11 your professional limits and when a request is beyond your remit or that of your organisation
- K12 different services available and how to refer a request to the correct service

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#### Additional Information

##### Behaviours

1. You comply with legal requirements, industry regulations, organisational policies and professional codes
2. You act within the limits of your authority
3. You make best use of existing sources of information
4. You keep confidential information secure
5. You fulfil customer requirements as agreed
6. You make appropriate information and knowledge available promptly to those who need it and have a right to it.

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<b>Suite</b>	NOS for Operational Delivery Contact Centre roles
<b>Key words</b>	Operational Delivery, Contact Centre, after-call activities to ensure customers' needs have been met. It includes reviewing customers' requests and accessing the necessary information to carry out the activity. It also covers carrying out working duties in