



Expectations when Answering Calls to PASS Generic Office Number

If you need access to this PASS Process Guide in an alternative format, please contact your School Support Coordinator in the first instance. Thank you

Please note that if you wish to enlarge any screen shots provided you can do so by pressing **Ctrl** on keyboard and scrolling in with the mouse.

Version Table

Revision	Description	Author	Date
01	Transferred onto template from an approved standard operating procedure	R Falconer	29/03/2023

1. Summary and other guides this links to

This guide provides the expectations on answering incoming calls to a School's PASS generic number. Callers to that number vary, including either student or staff member. Calls are received through MS Teams.

2. Step-By-Step Instructions

2.1 All callers are treated in a welcoming and courteous manner.

2.2 All calls will be answered unless the caller in que hangs up before their call can be answered.

2.3 The call may not be directly related to the programme(s) the individual answering supports; however, they may be able to answer the query. Anyone will try to answer the query in the first place rather than automatically transfer to the School Support Administrator who supports the programme(s) enquired about.

2.4 If unable to answer the query, then please ensure a 'warm' transfer between you and the caller. A warm transfer means that the caller can be assured that a summary of their needs and any background information is given to the person receiving the call before the call is transferred.

2.5 If you are unable to complete the transfer, please ensure that you provide the caller with the key information they require, including name of contact, direct telephone number and email address.



2.6 If a caller is abusive then explain “My role is to support the university by answering school queries. Please refrain from [reflect behaviour] or I am required to terminate this call.” Should you find the behaviour continues then explained “I informed you that I would terminate this call should [reflect behaviour] continue. As it is, I am now terminating this call.” In the rare case that this may happen please then hang up, and record “call terminated by handler – caller behaviour not acceptable” in an email to your line manager. If the call has affected you, please speak to you line manager who will arrange for appropriate debrief and support for you.

3. *Additional Information*
