



Management membership benefits

Certificate

Recognition of your membership to display or use as you wish.

Designatory letters

This membership category entitles you to use the letters MMICS after your name.

Continuous professional development – (CPD)

Our online CPD application gives you the opportunity to record, plan and identify potential gaps in your development. The system allows you to enter your activity and calculate your CPD hours.

Completion of CPD is optional, but we highly recommend that you do. Provided you maintain your CPD, you are entitled to use the letters **MMICS** after your name.

20% off breakthrough research reports

Each year The Institute produces breakthrough research. Topics over the years have included customer priorities, return on investment in customer service and we explore what the future of customer service might be.

Career support

We have put together a support pack that will help you with future job opportunities.

20% off Institute events

The Institute organises and hosts the largest customer service business conference in the UK. It draws delegates from all sectors and is prominent enough to attract top business leaders who are keen to address our delegates.

Knowledge, information and resource

The Institute has an extensive resource of expert customer service knowledge and information that is not available in the public domain. Membership gives you access to the members' only area of our website.

Free subscription to Customer Focus magazine

Quarterly, The Institute publishes a customer service industry magazine.

It contains interviews with leading business leaders, opinion features and industry news.

Regular news

The Institute will keep you up-to-date with membership and industry news via a monthly newsletter.



Companion membership benefits

Certificate

Recognition of your membership to display or use as you wish.

Designatory letters

This membership category entitles you to use the letters CMICS after your name.

Use of individual membership logo/icon

We want our Companions to be proud of their membership and we have created a logo/icon that can be used on your stationery, website or other collateral.

Continuous professional development – (CPD)

Our online CPD application gives you the opportunity to record, plan and identify potential gaps in your development. The system allows you to enter your activity, record and calculate your CPD hours.

As a Companion member there is no mandatory requirement to use the CPD log, but The Institute may contact you once per year to review and assess your CPD activity.

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What is continuous professional development?

Continuous professional development is about continuing your customer service knowledge, skills and behaviours development to increase your professionalism. It is a way of showing employers that you are taking ownership of your personal development, not just as a one off but throughout your working life.

Any activity that is relevant to your ongoing professional development in relation to customer service helps keep your knowledge and skills up to date which will support you in your current role and as your career progresses. It is a way of demonstrating that your customer service competence is current and relevant. Some activity will focus on the now and some on the future which is normal.

Development activities will be planned based on self analysis or feedback received and some of it will occur naturally. All count towards your annual CPD hours.

You may also have CPD activity already planned as part of your organisation's performance review or personal development planning process. Where this is the case we encourage you to integrate these activities in your CPD log to provide the full picture and to avoid duplication of effort. Relevant information can be uploaded and cross referenced for ease of recording.

How does The Institute's CPD scheme work?

Once you are a member you have access to The Institute's virtual learning environment where you will find an easy to use, online CPD recording tool. Our online CPD recording tool provides space for you to enter a variety of activities that would be classed as personal learning and continuous development of skills, behaviour and/or knowledge.

We have classified professional learning into five types each with their own area of the CPD record:

- Professional courses and qualifications
- On the job training and development
- Events and seminars
- Reading
- Other.

CPD is an annual requirement and it runs in line with your membership's 12 month period rather than a calendar year, to make life simpler. The Institute runs an hours based scheme where development activities and time spent on them is recorded.

The Institute has set the CPD annual hours requirements as follows:

- Companion - recommended minimum 35 hours - recommended
- Management - minimum 35 hours per annum - required
- Specialist - minimum 35 hours per annum - required
- Professional - minimum 35 hours per annum - required
- Foundation - recommended minimum 25 hours - recommended

Contact us

Online

Further information, application forms and full instructions about how to join are available in the individual member section of our website. Go to: www.instituteofcustomerservice.com

Email

Alternatively you can email us at applications@icsmail.co.uk

Telephone

Call 0207 260 2620 and speak to someone in our membership team.