

Unlock your potential through individual membership



Contents

Membership of The Institute of Customer Service	3
Types of membership	4
Foundation membership benefits	5
Professional membership benefits	6
Specialist membership benefits	7
Management membership benefits	8
Companion membership benefits	9
What is continuous professional development?	10
Contact us	12

Membership of The Institute of Customer Service

Membership of your industry's professional body is a great way to improve your career and employability prospects.

The services, knowledge and products you can access through your membership are designed to increase your personal development and in turn improve your effectiveness within your organisation.

Belonging to the industry body for customer service sends a clear signal that you are a professional who is serious about your chosen role in customer service. Most levels of membership come with designatory letters that you can use after your name to increase your profile.

Individual membership

Individual membership of The Institute is available at five different levels, depending on professional experience and qualifications.

Individual membership offers a range of benefits designed to support continuous professional development (specific benefits vary by membership level):

- Latest research and white papers.
- Save with discounts for events and publications.
- Keep up to date with membership and industry news.
- Opportunity to attend The Institute's AGM.
- Increase your professional visibility with designatory letters.
- Access to Continuous Professional Development (CPD) materials and recording log.

Types of membership

All levels of membership hold eligibility criteria, except Companion which is applied for via an application.

Foundation

This membership category requires a certification or qualification in the following: The Institute of Customer Service FirstImpressions, ServiceManagement, ServiceImpact and Coaching for Service Excellence training courses. NVQ level 2/3 Business Administration, NVQ Retail Skills or a TrainingMark accredited internal training course.

To find out more call The Institute of Customer Service on 0207 260 2620.

Professional (PMICS)

This level of membership requires qualifications in the following: The Institute of Customer Service professional qualifications in Communications, Solutions or Innovations, NVQ Customer Service level 2/3, Contact Centre Operations Certificate Level 2, Contact Centre Operations NVQ Diploma level 3 or a TrainingMark accredited internal training course.

To find out more call The Institute of Customer Service on 0207 260 2620.

Specialist (SMICS)

The required qualifications for this level of membership include: The Institute of Customer Service Customer Service Coach qualification, The Institute of Customer Service Accredited Assessor status a NVQ V1 and NVQ A1 qualifications.

To find out more call The Institute of Customer Service on 0207 260 2620

Management (MMICS)

The required eligibility for this category include: NVQ/SVQ Level 4 in Customer Service, NVQ/SVQ Level 4 in Management, Warwick Diploma in Service Leadership, Open University Professional certificate in Management, The Institute of Customer Service Management Qualification.

To find out more call The Institute of Customer Service on 0207 260 2620.

Companion (CMICS)

This membership category is aimed at senior professionals who can demonstrate and meet the following criteria: three years or more experience of developing service strategies, have knowledge of what the cost/profit base of your organisation, you are a strong motivator and influencer and you can show your personal and professional development over the past five years.

To find out more call The Institute of Customer Service on 0207 260 2620.

If the qualification you hold is not listed, please contact our membership team who will be happy to assist. Tel: 0207 260 2620 / email: applications@icsmail.co.uk



Foundation membership benefits

Certificate

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

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.

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.

20% off subscription to Customer Focus

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.



Professional 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 PMICS 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 **PMICS** 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

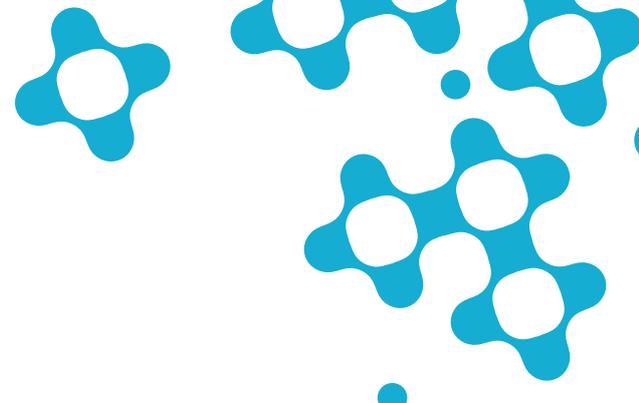
The Institute has an extensive resource of expert customer service knowledge and information that is not available in the public domain. Membership gives you access to the members' only area of our website.

20% off subscription to Customer Focus

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.



Specialist 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 SMICS 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 **SMICS** 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.



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.

Free 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.

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.

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.