

Review of the Customer Service and Contact Centre National Occupational Standards

An invitation to take part

ICS has received the go-ahead from the UK Commission for Employment and Skills (UKCES) to conduct a major review of the National Occupational Standards in Customer Service. In addition from 1st March 2009 the ICS will be responsible for the development and maintenance of the National Occupational Standards for Contact Centres and these will also form part of the review which begins immediately and continues throughout 2009

Following an assessment of National Occupational Standards and qualifications for contact centres, it was agreed with e-skills UK that the interests of employers and learners will be better served by transferring the management of the Contact Centre Standards to the ICS. This decision was taken after successive revisions of the Contact Centre Standards revealed that employers are increasingly asking for additional elements to be included that relate to customer service.

The review of both sets of Standards is taking place to ensure that they continue to reflect the very latest thinking about what makes for customer service excellence across all sectors and job roles and how by bringing together customer service and contact centre Standards higher levels of excellence can be achieved in a contact centre situation.

How you can be involved

ICS wants to ensure that all those with an interest in these Standards have the opportunity to contribute to the review. To make sure that the research captures the needs of employers ICS would like to identify individuals and organisations who would be willing to take part in one or more of the activities described below:

1. a one-to-one individual telephone discussion
2. a group discussion for three or more individuals working in the same group or organisation (via teleconference)
3. attending a consultation panel on one of the following dates:
 - a) 30th March – Inverness
 - b) 31st March - Manchester
 - c) 2nd April – Birmingham
 - d) 3rd April – London
 - e) 20th April – Belfast
 - f) 21st April – Glasgow
 - g) 23rd April – Cardiff
 - h) 24th April – London

all Consultation Panels will take place from 10.30am to 1 pm – lunch will be included

4. web feedback via 'ICS NOS Feedback Link' www.instituteofcustomerservice.com (Available from 20th February)

Please reply by sending an email to consult@icsmail.co.uk stating your preferred option with a Contact Name, Company Name, Email Address; Telephone Number (and your preferred Location if you want to attend one of the consultation panels).