

Customer First

Customer Service Professional
Journey to Excellence

The Customer Service Professional Qualifications are a groundbreaking initiative developed by a consortium of Scottish councils under Renfrewshire Council and the Improvement Service's lead.

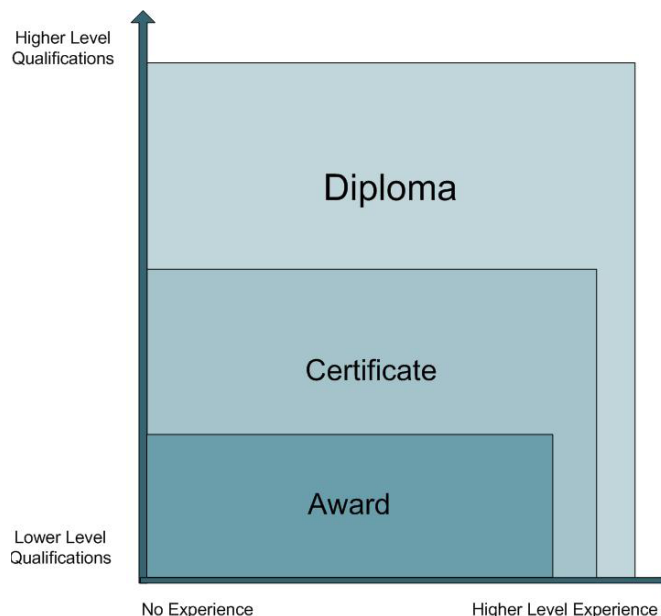
Developed by councils, for councils, the Qualifications are built around the unique and distinct context of Scottish local government and are:

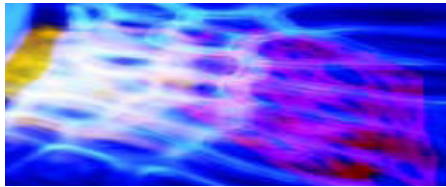
- nationally recognised Qualifications
- Scottish Qualifications Authority (SQA) certificated
- endorsed by the Convention of Scottish Local Authorities (COSLA)
- portable across Scottish local government.

Open to all council employees who deal with the public, from new recruits to experienced professionals, they provide real, useful skills for public sector customer service employees, recognise and reward professionalism in local government and raise the standards for new and existing staff.

Available at three levels - Award, Certificate and Diploma - they are designed to:

- be flexible
- fit in with staff time
- use a 'light touch' approach using online learning and assessment methods that allow for minimum administration centrally and at the delivery point
- be cost-effective for councils

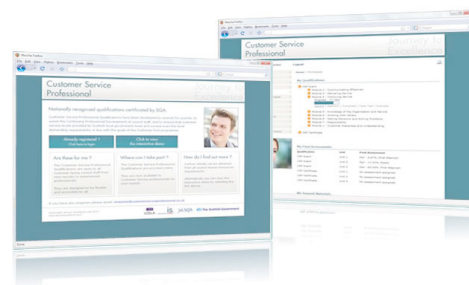




Professionalism has moved on-line

“The demand for professionalism within Scottish local government has never been higher. These new, nationally recognised qualifications raise the bar for local government in Scotland and provide a real career path for customer service professionals.”

Councillor Michael Cook, Chair, COSLA Strategic HR Management Group and Elected Member, Scottish Borders Council



In partnership with Dunfermline-based eCom Scotland Ltd, experts in the fields of online learning and assessment, common requirements have been identified and captured and have led to the development of these nationally recognised qualifications.

Who can register for the Qualifications?

The Qualifications are designed to be relevant to any staff whose role involves dealing with the public and in delivering customer service including those working in or providing:

- | | |
|-----------------------|-------------------------------------|
| Care for older people | Contact centres |
| Call centres | Reception areas |
| One stop shops | Benefit offices |
| Libraries | Museums |
| Homecare | Nurseries |
| School support | Repairs |
| Registrars | Trading standards |
| Leisure centre | Waste collection recycle |
| Housing offices | Supporting people with disabilities |

Want to find out more about the Qualifications?

Further details are available from:

enquiries@customerserviceprofessional.co.uk

www.customerserviceprofessional.co.uk

Human Resources or Training & Development departments in each council

