

# Customer Service Professional Journey to Excellence

The Improvement Service presents  
a knowledge sharing event on the

## Customer Service Professional

Wednesday 8th September 2010

Thornwood Room,

Go Group,

George House,

36 North Hanover Street

Glasgow

G1 2AD

10.30am - 3.00pm

Customer Service Professional is:

- Scottish local government's only suite of online SQA-certificated qualifications
- Currently delivered in two-thirds of Scotland's 32 Councils and several associated public sector bodies.

These pioneering, award-winning Qualifications:

- were developed by councils for councils;
- extend the provision and reach of customer service training;
- offer a 'light touch' approach with a single candidate management service;
- use online high stakes assessment offering immediate feedback and results;
- allow candidates to learn at a time, pace and place of their choosing; and
- are helping to transform the sector.

A number of councils and public sector bodies have approached us for further information on what's involved in rolling out the Customer Service Professionals qualifications locally.

This event will be of interest to all organisations interested in the qualifications, and is primarily aimed at Learning & Development Managers, Customer Service Managers, and HR & OD Professionals within councils and public sector bodies.

Attending this event will provide an understanding of how Customer Service Professional offers the potential to extend the provision and reach of customer services training.

## PROGRAMME

- Customer Service Professional - an overview
- Details of roles involved in supporting and delivering the qualifications
- Hear first-hand from those already participating in the qualifications
- Practical hands-on tutorials using the online Learning Management System
- Workshops and Q&A sessions

The event will start at 10.00am for registration and will close at 3pm. 50 places will be allocated on a first come, first served basis.

To register for this event, please e-mail [fiona.dick@improvementservice.org.uk](mailto:fiona.dick@improvementservice.org.uk) including:

- Delegate names
- Job titles
- E-mail addresses
- Any special requirements, e.g. audio, access, diet, etc.

We anticipate a high demand for places, so please register as soon as possible.

There will be no charge to attend this event.

If you would like general information about the qualifications, please contact Iain Sloan, Customer Service Professional Qualifications' Business Development Manager, at the Improvement Service on 01506 775582.