

Report

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Report to:	Employee Issues Forum
Date of Meeting:	22 February 2011
Report by:	Executive Director (Corporate Resources)

Subject:	Customer Service Professional Qualification
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ inform the Forum of the progress of the Customer Service Professional Qualification in the Council.

2. Recommendation(s)

2.1. The Forum is asked to note the following recommendation(s):-

- (1) that all Council Resources promote good practice in supporting employees to achieve the Customer Service Professional qualification.

3. Background

3.1. Customer Service Professional (CSP) is a portable, online, qualification, accredited by the Scottish Qualifications Authority (SQA). The qualification was developed by councils in conjunction with the Improvement Service and the SQA. To date, 18 councils and 4 associated bodies are on board with the qualification.

3.2. The programme is available at three levels. The Award, the Certificate and the Diploma (under development). There are no entry requirements rather candidates would enter at the appropriate level to their job and experience.

3.3. The qualifications are flexible and designed to fit into the workplace with minimal work at home. Delivery of the courses is via an online learning system which provides candidates with the ability to work at a time and place suitable to them and their line manager.

3.4. The Customer Service Professional courses are supported through Learning Coaches who are experienced council employees.

4. Current Position

4.1. As part of our commitment to online learning and customer service, the Council started the programme last year. The pilot cohort consisted of 14 learners and 9 learning coaches from Corporate, Housing and Technical and Education Resources were on the programme. Of the 14 learners:-

- ◆ 12 completed the programme
- ◆ 2 withdrew due to personal issues

- 4.2 The programme has been fully evaluated and recommendations made for the next cohort. Workshops have been developed to assist learners and regular meetings will be held to support learning coaches. Candidates experience will be assessed prior to them starting the programme.

5 Next Steps

- 5.1. The next cohort started in January 2011. Currently there are nominations from Education and Corporate Resources and Employee Development would be happy to accept further nominations.

6. Employee Implications

- 6.1. As part of our continued commitment to customer service, employees will be encouraged to participate in the programme. Learners will be supported by employee development and in the workplace by their Learning Coaches. There will be a requirement for them to do some work out of working hours to gain the qualification.

7. Financial Implications

- 7.1. The cost of the qualification is £130.00 and is met from existing training budgets.

8. Other Implications

- 8.1. There are no implications in terms of sustainability or risk in relation to the content of this report.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 9.2. Consultation has taken place with Resources and with the Trades Union.

Robert McIlwain
Executive Director (Corporate Resources)

8 February 2011

Link(s) to Council Objectives / Improvement Themes / Values

- ◆ Working with and Respecting Others
- ◆ Accountable effective and efficient
- ◆ People Focused
- ◆ Excellent Employer

Contact for Further Information

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