

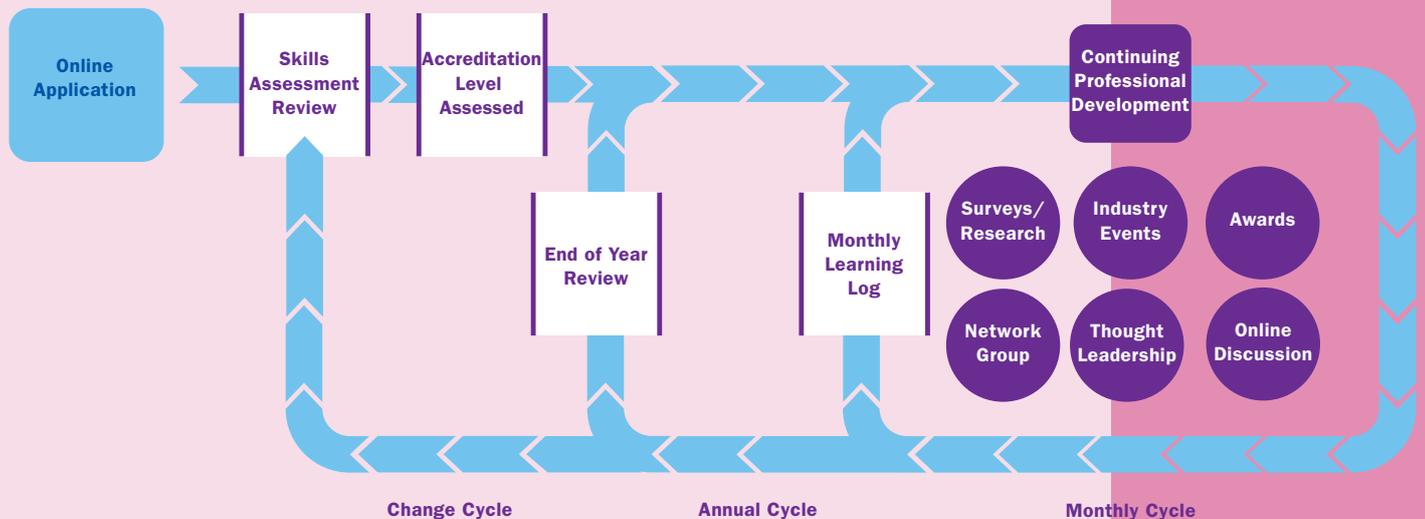


Quality & Customer Experience Forum

Professional Accreditation & Development

Recognising excellence: independent accreditation for your personal skills

Are you ready to stretch yourself at each stage of your professional career? Our comprehensive framework enables you to focus your development and to credibly evidence your knowledge or experience. As part of our professional community you are never on your own; we are passionate about helping each other to make an effective difference.



"I searched high and low for the right accreditation to provide external validation of what our team do; what the Forum are looking to offer seems to be exactly what I need for my team."

Andrew Johnson,
National Quality Manager,
British Gas Residential Services

"Sharing experiences, ideas, challenges, innovation... Refreshing."

Michael Sherwood,
Customer Experience Manager,
Tesco Bank Insurance



It's easy to get started, so why wait any longer for the recognition you deserve? Check details overleaf, then register online for answers to any further questions. We will email a link for your self-assessment; complete this by 18th November to get your certificate of accreditation before Christmas!

Contact us
0333 123 5960
advice@planningforum.co.uk
<http://ppf.bz/PPFAccredQualCust>

Personal accreditation & support for your professional development

As an Accredited Professional in the Quality & Customer Experience Forum your skills are independently recognised. For just £6.50 per month – free for many corporate members – you can evidence your experience and access our professional network.

How we can help you make a difference

As an accredited professional in our Forum you are not on your own. We are passionate about helping each other, making a difference and recognising both excellence and innovation. Widely recognised as the 'go-to place' for support teams and business leaders in customer operations, the Forum helps professionals recognise how what they do is important, define skills or performance gaps and create a roadmap for improvement and continuing development.

Specialist Capability & Skills Framework

With over 100 capabilities applicable to a vast range of specialist roles, our comprehensive framework helps you demonstrate where your strengths lie and which areas of development would add maximum value for you, your customers and your business. Each area of skill or knowledge is specified at four levels, enabling you to identify evidence to support self-awareness and robust self-assessment.

Continuing Professional Development (CPD)

Accreditation recognises your commitment to activities appropriate to your learning, improvement and best practice. To evidence this, accredited professionals plan on 8-9 hours a month, sharing insight and ideas amongst peer groups in our CPD community and applying it to make a difference in your organisation.

Access to learning and best practice resources

As an accredited professional, you get access to our online professional development portal, annual best practice guide and virtual events such as webinars or on-demand videos – as well as a quarterly best practice newsletter and access to professional networking opportunities.

Four levels recognise each stage of your professional career

Accredited Foundation Professional

Takes personal responsibility in your role, with the skills to perform required tasks to a good level and contribute ideas to support continuous improvement. Passionate about quality & customer experience and your own development as a professional, regularly taking steps to learn from other organisations and build your own capabilities.

Accredited Specialist Professional

Effective and takes initiative in a wide range of tasks, using insight and experience to make recommendations and engage stakeholders at many levels. Passionate about improvement, taking advantage of qualifications or other learning opportunities, building your professional network and contributing in discussion or hosting events.

Accredited Professional Member

Recognised internally and externally as an expert and role model for quality or customer experience, confidently handling complex or strategic tasks and taking judgements in ambiguous or sensitive areas. With qualifications or deep experience, you will be actively developing the profession, contributing to push the boundaries of good practice and invited to speak, write or moderate discussions.

Fellow

With wide experience at a very senior level in quality & customer experience and a track record for excellence, innovation, customer focus and effective business contribution, fellows are recognised outside the organisation, as actively sharing and adopting best practice, and passionately contribute to build the profession. By invitation only; nominations welcome.

3 steps to your accreditation certificate... it's easy to get started

- Choose the level appropriate to your experience and register at <http://ppf.bz/PPFAccredQualCust>. Find the answers to any further questions and complete your application today.
- After 10th Nov, we will email you access to the competency framework, so you can begin your self-assessment, providing evidence by example and completing a short test.
- Peer review by the advisory panel normally confirms your accreditation level within a month, at which point we send you your accreditation certificate, a lapel pin and the right to use the accreditation in your communications.