

Exceptions policy

1. Scope

This policy sets out:

- a. The Institute requirements that may be the subject of an application for an exception
- b. The possible circumstances in which The Institute will consider an application for an exception
- c. The circumstances in which an exception will not be considered
- d. The exception application process.

2. Policy remit

You can request an exception from Institute requirements in relation to the following products and services:

- a. ServiceMark (assessment and associated surveys)
- b. TrainingMark
- c. Professional qualifications
- d. Management qualifications
- e. In house trainer approval
- f. ServiceFocus training course completion
- g. Assessor Development Programme
- h. Academy requirements (e.g. course eligibility criteria).

3. Eligibility

In order for an exception request to be considered member will need to show that there are exceptional and/or extenuating reasons as to why they or their organisation cannot meet the relevant Institute requirement/s. They will need to show that their circumstances:

- a. substantially affect your ability to meet the relevant requirement/s and/or;
- b. are unforeseen or outside of their control and/or;
- c. are sufficiently serious.

Examples of circumstances justifying an application for an exception are set out below (not exhaustive):

- a. Substantial negative impact on the applicant,
- b. Public or customer benefit which will be incurred by agreement to the exception request.

4. Refusal to grant an exception

The Institute will not usually grant a request for an exception in situations where to do so might:

- a. undermine the public interest or;
- b. undermine the integrity/robustness of Institute standards and/or vision or;
- c. be unfair to other product applicants or cause an inequitable outcome or;
- d. undermine the credibility of The Institute as the standards body for the field.

Applications for exceptions will be considered on a case by case basis.

5. How to apply for an exception

If a member wishes to apply for an exception members must do so via their Client Development Director who will advise on the process according to this policy.

Trainingmark holders, who will not have been allocated a Client Development Director, will need to make an application in writing to:

Head of Product and Membership Propositions
The Institute of Customer Service
Ground Floor
4 Gainsford Street
London
SE1 2NE

You can also apply by email to: exceptions@icsmail.co.uk

You must ensure that your application is made on The Institute Exception Application Form which can be [downloaded here](#).

6. Exceptions process

The application for an exception will be received into the Product team who will acknowledge receipt of the application within 2 working days.

For product related exceptions the Head of Product and Membership Propositions will consider the application and any supporting evidence submitted with Head of Standards and Quality . For member benefits exceptions The Head of Product and Membership Propositions will refer these to the Commercial Director. Once the application with all information is provided and if there are no further questions, a decision is usually confirmed within 2 weeks but no later than 1 calendar month of receipt.

Where the Head of Product and Membership Propositions is not available, the Director of Marketing and Customer Experience will review exceptions together with Head of Standards and Quality and where the Head of Standards and Quality isn't available, the Head of Product and Membership Propositions will review with the Chief Information Officer, IT & Standards

Where the application is granted, a decision email will be sent to the Client Development Director stating that the application has been granted and detailing the exception and any conditions (e.g. "an extension of 2 months which will expire on 12th July 20XX"). The Client Development Director will then share the decision and support the member with next steps. Where the application is refused, an email will be sent which will give the reason for the refusal and confirmation that the decision is final. These communications will be sent via the member's Client Development Director, or directly to a non-member with TrainingMark.

7. Monitoring and review

Exception applications, and the final decisions made in relation to them, will be centrally logged. Analysis of exceptions data (qualitative and quantitative) will be undertaken and reported on a half yearly basis to DT. This policy will be reviewed on a bi-annual basis by the Head of Standards and Quality.