

ASAP CODE OF PRACTICE PART ONE – CALLS HANDLING OPERATIONS

TESTIMONIAL

Name of Organisation Invicta Lifeline

Name of Service Invicta Lifeline **Date of Accreditation** 8th November 2004

Name of Person Completing this Form Chris Smith

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Why did you embark on the process of Accreditation to the Code of Practice Part One?

Originally awarded the Code in 2001. Had to move to Part 1 when the Code needed to be renewed. Originally sort the Code in 2001, to provide customers with re-assurance that services provided to a high level. Also saw it as a useful marketing tool, to help with the expansion of the business. 2001-2004 saw a 100% growth in business, so retention critical.

What did you think of the process?

Exhausting day, but if you spent the time on preparation, it makes the process much easier.

What do your staff think of the Code of Practice Part One?

Feel a great deal of pride in achieving the award.

What benefits have your service and customers gained from achieving the Code of Practice Part One?

Higher quality services and re-assurance that we are working to a nationally agreed standard.

What would you say to ASAP Members who had not yet started to think about accreditation to the Code of Practice Part One?

Why delay, without the Code will you have a business in a few years. You probably have more than you think, which could be used to start the process towards accreditation.

Would you be prepared to have your name and contact details promoted as someone who would support prospective organisations achieve accreditation eg a Buddy System providing telephone support or one-off visits?

Yes no trouble, have already done this.

Any Other Comments?