

# ICiPS

CONNECT • DEVELOP • DELIVER • IMPROVE

Institute For Continuous  
Improvement In Public  
Services

Corporate Membership  
information pack.



**This guide aims to provide you with the information required to maximise the benefits to be derived from Corporate Membership.**

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## **ABOUT ICiPS**

ICiPS is a charity whose charitable purpose is '*To advance education for the public benefit in the subject of the continuous improvement and delivery of public services in such ways as the directors may from time to time decide*'

To this end ICiPS provides:

- Professional competency framework for personal development
- Access to resources and support
- Networks and events
- CI maturity assessments
- A program of research
- Consultancy support and training

Our Board comprises of key stakeholders from across the public sector and academia with members and customers playing a key role in ensuring ICiPS provides services that members will find of value.

Membership is open to anyone who delivers public services, but access to networks and information is segregated to ensure protection of sensitive information and prevent unwanted soft selling by commercial organisations.

## **CORPORATE MEMBERSHIP**

The Corporate scheme offers Associate membership and access to a range of benefits and discounts from site visits to professional membership.

There are three corporate packages; Bronze, Silver and Gold; each offering a different package of benefits. Your organisation has opted for Gold membership detailed in the annex.

## **SINGLE POINT OF CONTACT (SPOC)**

Each corporate member has within their own organisation a SPOC whose role is to coordinate access to events, training and allocate the organisations allowance of professional development and training.

ICiPS will notify the SPOC of their allocation for conferences, events and site visits and the timescale for replies. All events are also advertised on the web site and via emails to those who have signed up on our data base.

## **SIGNING UP ON THE ICIPS WEBSITE**

In order to access resources and to receive news and information you need to sign up on the ICiPS web site.

Go to the 'Join now' page and sign up choosing the 'Guest' category. You will be automatically admitted as a Corporate Member. If you are already registered please request an upgrade.

Personal details are used by ICiPS for ICiPS related activities only; they are not passed to third parties. You should opt out if they not wish to receive details of events and offers.

You should manage your account details on line and should you change jobs, you must change email addresses **before** you move to the new role.

## **ICiPS EVENTS & NETWORKS**

Our networks and events focus on the practical application of CI and enable like minded individuals to address CI challenges and learn from leading experts. These events are free but you should book your place via the SPOC so they may control how many people attend.

If you are able to host a network event please let us know, ICiPS will work with you to shape the day and undertake all the administration.

We hold a formal annual conference in February or March to which we invite leading speakers, run workshops and have exhibition stands. Your organisation will have an allocation of free places for this; over and above this a discount is offered.

Our annual awards are made at the conference and as a corporate member you may apply for this. Full details will be sent to your SPOC.

We are keen to showcase improvements introduced by the public sector at our events in newsletters and journals or via the press. If you are interested let us know.

## NON ICiPS EVENTS

We endeavour to negotiate discounts on events that we feel may be of interest to members and put details on the events calendar on our web site. To be eligible for the discount most require provision of a discount code which can be obtained from [info@icips.org](mailto:info@icips.org).

As part of our corporate membership offer we will endeavour to negotiate discounts on any event you would like to attend. Send details to [info@icips.org](mailto:info@icips.org).

## SITE VISITS

Corporate membership includes a given number of free site visits to best practice companies, arranged by Onsite Insights. A list can be found on their website [onsiteinsights.co.uk](http://onsiteinsights.co.uk). Your SPOC will authorise any visits and book the place by contacting [info@icips.org](mailto:info@icips.org).

We also organise a few ad-hoc free site visits to public and private sector organisations and notify your SPOC when new visits are agreed.

If there is an organisation you would like to visit let us know, we will approach them on your behalf to see if a visit is possible and undertake the arrangements.

## JOURNALS AND NEWSLETTERS

These are sent directly to every person who has signed up on our data base. Due to the number rejected by firewalls, we also put them in our World of Knowledge.

## ONLINE NETWORKS

ICiPS has a network on LinkedIn which is open to anyone and enables you to benefit from the expertise and experience of others working in CI. Use the forum to post questions and start discussion threads. You may receive advertising from LinkedIn. <http://www.linkedin.com/groups/Institute-continuous-improvement-in-public-4339556>.

We also have a group that is only open to ICiPS Members, you sign up to this community via our web site. You won't receive any advertising or promotion from this site.

The key to making the most from our on-line networks is not to be afraid to ask for advice or tips, no-one will judge you and everyone is keen to share their thoughts and ideas.

## CI WEEK

Corporate members are invited to join in CI week which happens in February or March. The aim of the week is to:

- Highlight CI at every level within organisations
- Encourage people to think about CI and what it means to them
- Showcase best practice and achievements
- Learn from each other

ICiPS provides members with promotional material and ideas to help make the most of the week. Members are encouraged to record their activities and showcase them at the conference which marks the end of the week.

To participate; the organisation **must register their interest by 31 October**. Your single point of contact will be the lead for allocating resources.

For further details of CI week and our CI awards contact [info@icips.org](mailto:info@icips.org).

## CI RESOURCES

The World of Knowledge section on our web site provides access to resources including research, tools, templates, and case studies. The aim is to share collateral and learning, negating the need for organisations to start from scratch. To make it easier to find things there is a free text search.

Members may re-use and adapt any ICiPS resources but when looking to share or adapt resources provided by third parties should ask permission from the contributing organisation.

***We always welcome resources that can be shared with members.***

If you cannot find the resources you are looking for please ask, we will produce them for you if we can.

## PERSONAL ONE TO ONE HELP & GUIDANCE FROM ICIPS

Membership entitles each individual to 5 support queries a year enabling you to benefit from expert input to challenges faced e.g. critical friend to review a piece of work, a query about what tools to use, guidance on data analysis. You can call or email; or book a specific appointment via our web site.

ICiPS will provide every member with free advice and guidance 5 times a year.

## ICiPS TRAINING

ICiPS delivers training and consultancy on request, tailoring the training to meet specific need and corporate members receive a discounted rate. All our training is highly participative, with a workbook approach that maximises knowledge transfer. Our courses include exploration of how to embed CI in the culture. Amongst our courses are

- Next generation leadership
- Practical process improvement ( includes lean six sigma tools)
- Train the CI trainer

ICiPS operates a training Recognition scheme to provide members with a list of courses that deliver high quality content and outcomes. Courses Recognised by ICiPS also offer a fast track route to Professional Membership. These courses are listed on our web site. If a course you are interested in is not on our list, we are happy to undertake assurance on your behalf and also to negotiate reductions. This is a chargeable service.

We are happy to review internal training to align it to our standards of professional practice.

## LEARNING OPPORTUNITIES INCLUDED AS PART OF MEMBERSHIP

We offer a range of **on line training modules, which is included in the corporate package**. Individuals wishing to undertake one should use access code CBA1.

These courses aim to give broad awareness, but by their nature will not bridge the knowledge – doing gap.

We endeavour to broker development opportunities of between one and three days, providing an opportunity to shadow work in another organisation and learn from the different approaches taken.

We also facilitate Action Learning sets where small groups come together to solve a particular challenge.

These are arranged on request. Please contact [info@icips.org](mailto:info@icips.org).

Please let us know if you are able to offer a work shadow opportunity to members.



## **PROFESSIONAL MEMBERSHIP – A CAREER PATH FOR CI PROFESSIONALS**

ICiPS provides a career path for CI professionals offering progression through three Professional grades from Member to Fellow. This provides a framework that enables a common understanding of levels of professional competence and entitles the use of letters after your name.

To become a Professional Member individuals are required to present a portfolio of evidence that demonstrates;

- Underpinning knowledge
- Applied knowledge
- Behaviours

Applications are made via our e-learning platform. There is no time limit, so you can progress at a time and pace that suits you.

Applicants are encouraged to use this as a development opportunity, drawing on examples from their workplace and undertaking additional self- study where necessary. Prior learning can be taken into account and ICiPS Recognised courses offer fast track entry.

A limited number of applications for Corporate membership and the annual professional membership fee are included as part of the Corporate package.

Please contact your single point of contact to discuss your requirements.

## **CAREER PLANNING & GUIDANCE**

Considering your next career move? Corporate members receive 10% off career planning, CV advice and interview coaching through The Career Doctor. <http://www.christineware.co.uk>. Members organise this directly quoting the code ICIPS204.

## HELPING TO SHAPE & SUPPORT ICiPS

As a Corporate member we are keen to have your input to ensure you play a role in shaping ICiPS and the services we offer. It is also a great development opportunity. Options for involvement include:

- Complete our annual member survey
- Contribute news stories or details of your events
- Send us resources and case studies that we can put into our knowledge area
- Participate in research
- Feedback your views and suggestions

Please play an active role in ICiPS; your support will help others.

## FURTHER ADVICE AND INFORMATION

Contact [info@icips.org](mailto:info@icips.org)



<b>GOLD MEMBERSHIP</b>
<b>Unlimited access to resources</b>
<b>On demand development of tool templates</b>
<b>5 free support queries per member</b>
<b>Free advice and remote support to align in house training with ICiPS membership</b>
<b>1 free place on a 1 day train the trainer workshop - <i>joining criteria apply</i></b>
<b>Unlimited professional membership assessment and fees included (admission rules still apply)</b>
<b>10% off career planning through High10 consulting</b>
<b>Unlimited access to ICiPS on line learning modules</b>
<b>2 free Onsite Insight site visits and 10% discount on further places</b>
<b>First refusal on ICiPS organised site visits</b>
<b>On demand negotiation for discounts on training</b>
<b>Free access to on line network</b>
<b>First refusal on ICiPS network events</b>
<b>5 free places at the annual conference</b>
<b>Up to 10 additional conference places reduced</b>
<b>On demand negotiation for discounts on externally provided events and site visits</b>
<b>All employees eligible for ICiPS negotiated discounts on external events</b>
<b>Dedicated area on the network site</b>