



Call Centre

TPS Assured (Call Centre) application form

1) Your organisation/scope of application

Guidance notes:

TPS Assured (Call Centre) certification is only for organisations that provide outbound telemarketing services to end users on an outsourced basis.

End users that use outbound telemarketing as part of their own business activities should apply using the TPS Assured application form.

*Organisations that undertake outbound telemarketing as part of their own business activities **and** also provide outsourced services to end users should apply using the TPS Assured application form.*

Organisations that are either a group or subsidiary must specify the scope of their application.

Company name

Trading name (if applicable)

Head office address

Postcode

Telephone

Description of Organisation's
principal business activities

Group/subsidiary, please specify
the scope of the application

*(if the Organisation is a group or
subsidiary please also attach further
details of the group structure)*

2) Designated contact details

Name

Job title

Direct dial tel. no/mobile no.

E-mail address

Address (if different from above)

3) Compliance management executives

Please provide details of the Organisation's representative(s) responsible for telephony compliance management and best practice (if different from the above)

Name

Job title

Name

Job title

Name

Job title

4) DMA Membership/TPS Licensees

Is your organisation a member of the DMA?

(please tick)

Yes

No

If yes, please provide your membership renewal date

Is your organisation a TPS Licensee?

(please tick)

Yes

No

If yes, please provide Licensee renewal date

5) Application options

Guidance note: applicants can either apply for a combined Pre-Audit Consultation/Audit or an Audit only.

Applicants are strongly recommended to take advantage of the Pre-Audit Consultation to identify and correct any areas of non-compliance prior to a formal Audit.

Pre-Audit Consultations will take place with the Organisation's Compliance Executive(s) at the Head Office specified in Section 1.

Audit(s) will take place at the call centre sites specified in Section 6 below.

Pre-Audit Consultation
and Audit

Audit only

Please specify the application type
(please tick)

6) Call centre locations/operations

IMPORTANT: Please answer the following questions accurately as this will determine the number and locations of audits required.

Guidance note: All call centre sites owned and operated by the Organisation will all need to meet the Assessment Criteria of the standard in order for the Organisation to be awarded TPS Assured (Call Centre) certification.

Address(es) of call centres where outbound telemarketing is undertaken

Approximate number of full time and part time agents

Details of calling / dialler platform

Address(es) of call centres where outbound telemarketing is undertaken	Approximate number of full time and part time agents	Details of calling / dialler platform

7) Outbound telemarketing campaigns

Please tick to confirm that the Organisation has prepared a complete listing of all outbound telemarketing campaigns undertaken on behalf of end users in the previous 12 months from the date of application.

Please tick to confirm that the Organisation can provide the Auditor with access to supporting dialer settings, data, records, tests and management reports for each campaign listed.

8) Authorised signatory

Name

Position

Signature

Date

9) Application submission

Enclose the completed application form and post/submit to: Compliance Team, TPS Assured, Telephone Preference Service, 70 Margaret Street, London W1W 8SS

For online applications please download and submit your application form to: tpsassured@dma.org.uk