



## Learner Enquiries Policy

**MESSAGE**

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**WEBSITE**

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**CONTACT US**

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## **Learner Enquiries Policy**

Archangelica delivers learning under the Chartered Management Institute (CMI) Approved Centre status held by FD2i.

### **Policy statement**

Archangelica is committed to providing clear, timely and accurate information to learners before, during and after their learning journey. We recognise that learners may have questions or require clarification at various stages and aim to respond to all enquiries in a professional, supportive and transparent manner.

This policy sets out how learner enquiries are handled and what learners can expect when contacting Archangelica.

### **Scope**

This policy applies to all learners and prospective learners engaging with Archangelica learning provision, including:

- Chartered Management Institute (CMI) qualifications
- CPD-accredited workshops and programmes
- Any other formal learning activity delivered by Archangelica

It applies to enquiries made at any stage of the learner journey.

### **Definition of a learner enquiry**

A learner enquiry is a request for information or clarification relating to learning provision. This may include, but is not limited to:

- programme content, structure or delivery
- booking, access or attendance queries
- assessment processes or timelines
- learning resources or study support
- reasonable adjustments or learning support
- certification or next steps

Enquiries do not include complaints or appeals, which are managed under separate policies.

### **How to make an enquiry**

Learners should submit enquiries via the published Archangelica contact route (email or form) as outlined on the Archangelica website or Learning Hub.

Where appropriate, learners may also raise questions directly with their facilitator during delivery.

## **Response times**

Archangelica aims to:

- acknowledge learner enquiries within two working days
- provide a substantive response within five working days

Where further investigation or clarification is required, learners will be kept informed of progress.

## **Handling of enquiries**

- Enquiries relating to delivery or learning experience may be handled by the facilitator
- Enquiries relating to programme structure, assessment, or learner support will be managed by the Programme Manager
- Administrative queries will be supported by the Administrator

All enquiries are handled confidentially and proportionately.

## **Clarification on roles**

Where the Programme Manager role is held by the CEO, the Administrator will support enquiry handling by managing correspondence and records. Complex or sensitive enquiries may be escalated internally to ensure appropriate oversight and response.

## **Escalation**

If a learner is dissatisfied with the response to an enquiry, or if an enquiry raises a formal concern, it may be escalated and handled in line with the Archangelica Learner Complaints Policy.

## **Records**

Archangelica will retain records of learner enquiries and responses for quality assurance and continuous improvement purposes, in line with data protection requirements.

**Policy ownership and review****Policy owner:**

Fiona Daniel, CEO, Archangelica

**Review cycle:**

Annual, or earlier if required by regulatory or organisational change

**Last review:**

Jan 2026

**Next review due:**

Jan 2027