

Customer Service Statement

Date of Issue of Policy 12th October 2010

Date of last Review 7th November 2017



Customer Service Statement Introduction

This Centre is dedicated to ensuring that the qualifications offered are both transparent and accessible and delivered to a high standard of excellence second to none. We are 100% committed to customer satisfaction. In short, it strives to exceed expectations at each stage within the qualification process.

We recognise that its customers' requirements may change at different stages of their organisation or progression towards a qualification. Our Instructors and associates will receive regulatory updates on customer service good practice and will be instructed to respond appropriately to customers' changing needs at all times. We understand that, in certain circumstances, customers may present with individual requirements and will, therefore, seek to vary its general policy where such variance assists a customer to access its services.

Our Communication Promise

- We will maintain regular contact with learners by professional, equal, efficient and consistent means.
- We will endeavour to answer all telephone calls within three rings. Where this is not possible we will call you back as soon as possible
- We will endeavour to acknowledge correspondence within one working day.
- We will respond to any complaint within 2 working days.
- We encourage all learners to raise any queries with the Instructors at any stage during the qualification process.
- A prompt response will be given to learners in respect of any query
- Learners and Centres will be kept informed of relevant issues/changes which impact on the qualifications they are undertaking. Learners will also be kept informed of changes in the administration and delivery of examinations
- We will review our service on a regular basis and keep learners informed of any developments that may affect operation procedures
- We will endeavour to request certificates within 14 working days from receipt of certification replacement request. Therefore, learners should be waiting no longer than 20 working days to receive copies of certificates.