



CUSTOMER SERVICE STATEMENT

Our statement of customer service sets out the service standards we have in place for ourselves. We will work effectively to achieve and maintain these standards in all aspects of work with our centres. Every effort will be made to respond to and resolve enquiries/ issues promptly, and to provide a high standard of professional and courteous service.

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Achieve+Partners is committed to the provision of value-added service through competent and helpful staff, utilising efficient quality systems and processes. In delivering a responsive and effective EPA service with courtesy. Every employee is charged with not only meeting, but exceeding customer expectations at every interaction.

Achieve+Partners aims to:

- + maintain effective communications, to provide quality information to partners, customers, apprentices and other relevant key stakeholders
- + adhere to our established procedures and quality standards to ensure good practice and consistency in EPA
- + ensure Achieve+Partners staff are competent and motivated to work to a high standard when assessing apprentices
- + ensure that staff adhere to the Achieve+Partners core values to meet Achieve+Partners and customers' expectations
- + always treat all current and potential customers equally, regardless of age, gender, ethnic origin, religion, sexual orientation or disability
- + act promptly and professionally in all customer operations, providing relevant information and taking appropriate action within specific timescales, where required
- + seek customers' feedback on Achieve+Partners services on a regular basis to establish customer satisfaction levels from apprentices
- + freely provide information on services and their costs as well as access to the policies and values that underpin Achieve+Partners work, fostering a climate of mutual respect between Achieve+Partners and customers.



1. Service standards to our customers

Achieve+Partners aims to:	Timescale
Enquiries	
Respond to verbal enquiries	Within 2 working days of receipt
Respond to email and letter enquiries	Within 5 working days of receipt
Approval applications	
Centre approval applications	Within 10 working days of receipt
Qualification approvals for an existing centre	Within 10 working days of receipt
Centre details	
Provide a response to requests for any special considerations or reasonable adjustments	Within 5 working days of receipt
Process qualification registrations	Within 5 working days of receipt
Process centre detail changes	Within 5 working days of receipt
End-point Assessment registration and booking	
Provide a service for apprentice registration and the ability to register apprentices on Rogo	Within 10 working days of receipt of the signed SLA
Respond/provide confirmation to an EPA booking	Within 10 working days of receipt
Respond to gateway approvals	Within 5 working days of receipt
Issuing results	
Issue end-point assessment results	Within 10 working days of completion
Claim for an apprentice certificate via the ESFA	Within 20 working days of issuing the overall result
Qualification certificate claims for approved centres with a green risk rating	Processed and despatched within 10 working days
External quality assurance	
Confirmation of centre visit activity	25 working days of activity
Plan of visit	15 days of activity
EQA report published	One calendar month after date of visit



Achieve+Partners aims to:
Timescale

Making a complaint or allegation

Acknowledge receipt of a complaint, appeal or allegation of malpractice	Within 3 working days of receipt
Provide a written response to a complaint	Within 10 working days from the date of the acknowledgement
Provide a response to an appeal following a review	Within 30 working days from the date of the acknowledgement
Provide a written response to an allegation of malpractice or maladministration	Within 2 working days of receipt

2. Enquiry procedure for centres and learners

Achieve+Partners welcomes enquiries from centres and learners. These should be directed where possible at the most appropriate member of the Achieve+Partners team. Where the centre or learner are not clear who to send the enquiry to at Achieve+Partners then the enquiry should be directed to the info@achievepartners.co.uk.

Some of the main reasons for a centre to make an enquiry include:

- + centre qualification approval enquiry
- + confirmation of learner registrations or certifications
- + confirmation of end-point assessment results
- + updates to centre details and contacts
- + external quality assurance or action plan
- + the assessment decisions affecting learners' results
- + invoice or payment.

Some of the main reasons for a learner to make an enquiry include:

- + confirmation of registration, result or certification
- + check on assessment decisions affecting a learner' results
- + order a replacement certificate.



When we receive an enquiry from an approved centre or learner, the following procedures apply:

1. it will be passed to the appropriate person for action
2. if the enquiry is received verbally, a verbal response will be provided within 48 hours
3. where a written or email enquiry is received an appropriate and formal response will be provided within 5 working days.

This enquiry procedure is monitored on an on-going basis and reported to the senior management team. Should any response or proposed resolution to the enquiry be considered unsatisfactory or fall short of expected standards in any way, then the matter should be raised in the first instance with the Operations Director. Where the matter is unable to be satisfactorily resolved then a formal written complain can be made.

3 Advice, support and guidance

Our team are on hand to support you and your customers. Below is a useful guide of who to contact for specific advice or support, however, please feel free to contact any member of the team if you need some advice or support. All directors are highly experienced and knowledgeable in the technical aspects of our qualification and end-point assessment portfolio including assessment and grading.

Managing Director	For a wide range of support in the centre, partnerships and access to our network, policy and funding support in relation to our products, communications and marketing
Operations Director	For issues concerning approval status, registrations, certifications, booking, invoicing and centre newsletter
Quality Director	For issues concerning approval applications, development and maintenance of internal quality assurance and assessment. Making a claim for reasonable adjustment or special consideration. Concerns over the result of an assessment
External Quality Assurer	For issues concerning quality assurance monitoring and reporting