



### **We will deliver a reliable and consistent service**

- We will keep our consortium website regularly updated with information that will support you in delivering our qualifications and publish frequently asked questions
- We will always aim to provide you with a resolution in the first instance



### **We promise to deliver what matters most to you**

- We are committed to being your consortium partner for the new construction and building services engineering qualifications in Wales, working with you to ensure these meet the needs of the industry
- We will aim to provide you with simple and straightforward solutions
- We aim to build value into everything we offer



### **We will put you at the heart of everything we do**

- Our dedicated Customer Support Teams will be on hand to support you 5 days a week between 9 am and 5 pm (excluding public holidays)
- We will acknowledge your enquiry within 1 working day and keep in regular contact with you
- If something does go wrong, we are on hand to help you



### **We will ensure quality runs through all that we do**

- We commit to having you up and running with preliminary approval within 30 working days
- To support your delivery you will have access to our highly skilled External Quality Assurance Team



### **We will deliver a secure and compliant service**

- We will always operate in line with GDPR and protect your data
- We will never pass your data on to a third party without your permission
- We will never ask you to disclose any information we do not require
- We will operate in line with regulatory requirements