

## CUSTOMER SERVICE STATEMENT

City & Guilds and EAL are leading awarding organisations providing assessment, skills development, training and educational services to centres in Wales. We have come together as a consortium to collaborate on the development of a suite of construction and building services engineering qualifications for Wales. This statement outlines our commitment to deliver for our customers for these qualifications.

Our aim is to provide high quality qualifications, resources and services that will assist centres to enable their learners to fulfil their potential and to meet the needs of today's and tomorrow's workplace.

Our customer service aims are:

- To provide accurate and timely information on the Skills for Wales website to enable centres and other stakeholders to easily access the information they need
- To respond to enquiries accurately and in a timely manner
- To make and communicate approval decisions within our published timescale
- To provide a bilingual service to assess and award qualifications

We will meet these aims and measure results by the service standards set out below.

### 1. Communications and Customer Service

- Provide accurate and up to date information on our website
- Ensure that a customer support representative is available to provide information within office hours
- Where possible, provide an immediate resolution to enquiries
- Aim to respond to written enquiries (email and letter) within 3 working days of receipt
- Use plain English or Welsh in all instructions and guidance

### 2. Approval and External Quality Assurance

- Aim to provide a decision on centre and /or qualification approval, within 30 working days of receipt of a completed application
- Aim to process and action external quality assurance reports within 10 working days of the activity

### 3. Examinations, Registrations and Certificates

- Publish specifications on our website once approved and within the timescales agreed with the regulator
- For all new specifications, provide specimen question papers/assessments, mark schemes and appropriate training for centres
- Process and confirm all candidate registrations and entries within a reasonable timescale
- Present clear information to centre staff in relation to examination and assessment administration
- Issue results and certificates following verification activities within agreed timescales with the Centre

#### 4. Post Results Services/Appeals

- Process post results services within the timescales stipulated for the various services offered
- Maintain appeals processes that, where possible, align with the JCQ requirements
- Provide guidance on post results services and appeals

#### 5. Complaints

- Complaints will be dealt with in accordance with City & Guilds or EAL's published policies. All complaints will be responded to within 10 working days. If we are not able to respond fully to the complaint within this timescale, we will advise the complainant of the revised deadline. These policies can be found on the respective websites.

#### 6. Welsh-Medium Services

- Provide qualification materials in Welsh and English
- Provide question papers and assessments in Welsh for candidates entered through the medium of Welsh
- Produce centre / qualification application forms and an administration guide in Welsh and English
- Produce bilingual certificates
- Provide a fully bilingual website.