



Customer Services Charter 2008

Scope

To present a clear and concise set of standards for dealing with customer enquiries, processing examination results and providing guidance on CIEH qualifications. The customer is defined as a registered centre and/or trainer who is approved to deliver one or more CIEH accredited vocationally-related qualifications. Customer Services staff also assist other customers with enquiries about other CIEH products and services.

The Customer Service Charter outlines the standards of commitment that can be expected by all customers and to which all staff will adhere.

Commitment

1 Communication

Customer Services can be contacted by telephone during office hours – 08.30–17.30 Monday to Friday. Contact can be made by email, fax or voicemail at anytime. Customers are regularly reminded of Customer Services' contact details.

2 Information

Detailed information relating to all current CIEH vocationally-related qualifications, including registration and examination fees, is available at www.cieh.org/training. Details can also be obtained from Customer Services.

3 Procedures

All procedures relating to the delivery and administration of CIEH vocationally-related qualifications are contained within the Procedures Manual. Copies of the Procedures Manual are supplied to registered centres and trainers. A copy of the Procedures Manual together with updates can also be downloaded from the CIEH website at www.cieh.org/procedures.

4 Equal opportunities

CIEH is committed to providing equal opportunities for all candidates (details are contained within the Procedure Manual).

5 Charter

Registered centres and trainers are required to sign up to an annual charter to confirm an on-going commitment to quality in the delivery of CIEH vocationally-related qualifications.

6 Quality

The quality of customer care and performance is monitored at regular intervals. The accuracy, presentation and security of candidate results, registration data and other customer information are subject to close scrutiny by the management team. Systematic sample checking is also conducted and all complaints investigated.

7 Operations

Clear guidelines exist for the processing and certification of all results. Monitoring procedures are in place to minimise error rates and ensure continuous quality improvement.

8 Staff

All Customer Services staff are trained to perform their duties to an exceptional service standard. Regular briefings and updates are provided to ensure that Customer Services staff are sufficiently well-informed to advise customers on all CIEH products and services.

9 Reporting

Weekly and monthly reporting is prepared on all key performance indicators to track progress, identify problems and resource solutions accordingly.

10 Performance

Customer Services staff aim to:

- answer 97 per cent of calls offered
- provide first-call response to 80 per cent of calls received
- call back all voicemail messages within one working day
- respond to all email enquiries within two working days
- open all post receipts within one working day
- action, where reasonable, all customer enquiries within seven working days
- complete all centre and trainer registrations within 14 working days
- deal with all centre and trainer registration referrals where the registration criteria are not achieved, equitably and fairly, within 10 days thereafter
- issue all certificates for scan-marked qualifications within five working days and manually-marked (un-moderated) qualifications within seven working days
- issue results for moderated qualifications within 35 working days
- action all requests for special consideration within seven working days
- consider all requests for examination re-marks and, if reasonable, complete within 10 working days while keeping customers informed of progress
- review all complaints within an established framework as detailed in the Procedures Manual
- identify, on a daily basis, any anomalies relating to examination results with incomplete information and resolve on the same day or, if necessary, refer
- resolve any results queries within 28 working days and, if necessary, monitor progress of any results queries extending beyond this period for a further 28 days until the case is closed
- handle all requests for replacement certificates using the process outlined in the Procedures Manual
- issue corrected certificates within 10 working days of receipt of the request
- process all customer orders on the date of receipt date with express orders being given priority.
- All customer orders will be processed on receipt date. Express orders are given priority. A tariff of special delivery fees is available on the website.