

Customer Services Policy

BACKGROUND

Mwmac Ltd. is a private company limited by shares, and is governed by its Memorandum and Articles of Association.

AIM

The aim of the MWMAC Customer service policy is to ensure that we as a Centre are committed to providing a first rate and quality service to our trainees, candidates, trainers and assessors, and by constantly seeking to improve the quality of provision of our services.

This customer service policy is intended to relate to all areas of our activity.

Our success in achieving this aim is measured against specific response targets that are defines in the Customer Service Statement.

The Service that you can expect from MWMAC Ltd

This statement gives response targets for key areas of services, and we will continually strive to attain, and improve our performance and response times in all areas. To ensure this we will monitor satisfaction with our performance.

Initially our aim will be to ensure that at least 90% of all specific response targets are achieved when monitored. This target will be reviewed periodically.

Naturally events beyond our control adversely affect our performance, but if you feel dissatisfied with our service please do not hesitate to contact us.

We are also committed to equality of opportunity and to ensuring that there is no unfair discrimination in any of our activities (see policy). Information on appeals and disputes is available from the Centre Manager and online.

A Candidate Assessment Report Form, or the Lantra-Awards certificate claim form will be issued to every Candidate. This will give candidates the opportunity to comment on their satisfaction with the administration and delivery of the training and or assessment.

Our Targets

1. Treat each enquiry with courtesy and do our best to be helpful, enquires from customers will normally be responded to within 10 working days detailing all relevant information including, publicity materials, price list, contact name, how to apply, and services available.
2. Provide trainees & candidates with clear and user friendly information about the qualifications offered by the Centre.
3. Arrange the Training & Assessment to take place at an appropriate location and date, to inform the candidates/or client of the arrangements within 5 - 15 working days of receipt. If necessary to provide resources to facilitate the training and assessment as appropriate, and meeting current health and safety and industry best practice.
4. Recognise and acknowledge prior learning; be it via evidence of certificates or checking of Lantra and/or NPTC databases for previous qualification or attendance at events. Ensure evidence is valid, reliable, authentic, current and suffice.
5. If there is a delay in organising the delivery of training or assessment after 1 calendar month take specific action to expedite organising the required event, and if necessary assist the Client to make contact with other suppliers.
6. Acknowledge or reply to all correspondence from clients in the form of letters, emails or telephone calls that require a response within 10 working days.
7. Issue schedules and course materials within 10 working days of receipt of payment, or if out of stock acknowledge receipt of payment and order, and dispatch within 10 working days.
8. Issue receipts for training and or assessment fees if requested within 5 working days.

9. Assessors/ Instructors to forward completed paperwork along with invoices to the Centre within 5 days of completing the training course and or assessments.
10. Forward completed application forms for certificates for all qualifications to the relevant awarding body for processing within 5 working days of receipt from the Instructor/Assessor upon successful completion of the course and or assessment, or of receipt of payment, whichever is the later.
11. The Board will meet regularly to review and monitor performance, and if necessary take steps to address any problems.
12. All Instructors/Assessors will be required to attend annual updates as organised by the relevant awarding bodies to ensure continual CPD.
13. Regular newsletters will be sent to participating Instructors/Assessors from the Centre.
14. Invite feedback and comments from customers especially where our service can be improved or where awards could be developed or reviewed in order to meet customer needs more closely.
15. Review external report forms and take appropriate action where necessary.
16. All Centre records on candidates will be stored securely so that there is no opportunity for records to be falsified or fraudulent claims to be made. All assessment records must be retained in the Centre for at least 3 years after the candidates has completed the training, assessment or NVQ program.
17. Lantra Awards has established a Quality Strategy & Monitoring Committee with representation from independent organisations. The Committee considers issues affecting the quality of any aspects of the qualification and services provided.

Equal Opportunities and Access and Complaints or Appeals.

1. Provide candidates on request with the name of MWMAC Equal Opportunities and Access Statement details of how to proceed in the event of a complaint or appeal.
2. Resolve any complaints or appeals received promptly and fairly.
3. Provide the relevant awarding bodies' Complaints and Appeals procedures if requested by candidates.

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