

# **Firstline Training, Advisory and Business Services Ltd**

## **Customer Charter**

## Customer Charter

### 1. Overview

- 1.1 Firstline Training provides training, uses the assessment criteria as determined by ITC First and aims to provide quality training for all learners.
- 1.2 This charter makes explicit
  - a) Our service commitment to all of our customers
  - b) Our level of expectation of the service level required from Firstline Training staff
  - c) The basis on which customers can provide feedback.

### 2. Information Immediately Available upon Telephone or E-mail Enquiry

- 2.1 Firstline Training have a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements and should be able to supply you with the following information immediately upon enquiry.
  - a) All fee structures, costs and resources associated with the qualification
  - b) The assessment methods used for qualifications
  - c) Qualification training course outline and purpose
  - d) Administration procedures
  - e) Quality assurance documentation and evidence of assessment decisions affecting learner's results
  - f) Qualification specification, resources & materials required
  - g) The policies and procedures of Firstline Training
  - h) Health & safety guidelines
  - i) Customer complaints procedure
  - j) Appeals procedure

### 3. Customer Service Statements

Firstline Training will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, fax, website enquiries within 5 working days.
- d) Process candidate information and assessment evidence and forward to ITC First as soon as is reasonably practicable (aim is 48 hours) after course completion. Trainers sometime are on the road and travel to more than one consecutive training venues that will unavoidably delay processing. These multiple sequences of course will all be processes within 48 hours of completion of last course in the sequence.
- e) Issue the relevant certificates to learners within 48hrs of receipt from ITC First provided all invoices are paid in full.
- f) Support Firstline Training trainers/assessors delivering Firstline Training training events.
- g) Acknowledge receipt of any appeal within 2 working days.
- h) Investigate appeal and provide a reply within 15 working days (3 weeks).
- i) Acknowledge receipt of any complaint within 2 working days.
- j) Investigate all complaints and provide a reply within 15 working days (3 weeks).

- k) Maintain and regularly update the ITC First website which is the first port of call for all routine administration and initial information regarding all qualifications and candidates.
- l) Provide feedback to any interested or concerned parties.
- m) Review this policy annually.

**4. Quality of Service Indicators**

4.1 Firstline Training are committed to providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

**5. Summary Firstline Training complaints and appeals procedures**

5.1 If you wish to make a complaint or appeal the initial best step is to contact the Firstline Training office directly and ask to speak to Firstline Training who may be able to deal informally with any issues.

5.2 If you wish to make a formal complaint or appeal the first stage is to ask for, or download Firstline Training Complaints/Appeals Policy and then forward the formal document in writing posted to the Firstline Training office.

2

3