

ITC First

P1 Customer Charter [2.3]

February 2020

ITC First

Trading name for
ITC First Aid Ltd
Registered in England
Company Number 5750596
VAT Number 928 7798 51

Postal Address

ITC First
The White House
4 Church Square
Hartlepool
TS24 7EQ

Telephone 0345 370 7610 (local rate from anywhere in UK)

Ask for

Chief Executive Officer for all queries regarding ITC operations.

E-mail mail@itcfirst.org.uk

Website www.itcfirst.org.uk

Website Access

For all policy statements and downloadable documents,

Upload to:

Ofqual Portal	SQA Accreditation Share Point	ITC WebOffice Support Resources	ITC Public Website	ITC Server
x	✓	✓	✓	✓

1. Overview

1.1 ITC First (ITC) supports Centres delivering training programmes for a variety of sectors including forest school, workplace compliance, teaching, assessing, quality assurance, the renewables sector and first aid, including providing the first aid training needs for those who work in specialist environments. ITC aims to provide a quality accreditation programme for educational establishments, training providers and learners.

1.2 This charter makes explicit

- a) Our service commitment to all.
- b) Our level of expectation of the service level required from ITC staff.

1.3 The relevant points of contact and all contact details are provided at the front of this and all other ITC Policy Documents.

2. Information immediately available upon telephone or e-mail enquiry

Our friendly, approachable, knowledgeable and efficient staff will take the time needed to fully understand your requirements and should normally be able to supply you with the following information immediately upon enquiry:

2.1 Policies and Procedures

- a) The policies and procedures of ITC.
- b) All fee structures, costs and resources associated with the qualification. (ITC First website – www.itcfirst.org.uk/policies/Policies/1.htm)
- c) The next due date for amending published fees (January & June).
- d) Customer complaints procedure.
- e) Assessment and other appeals procedure.

2.2 Centre Procedures

- a) How to become an ITC Centre.
- b) Administrative procedures for Centres.
- c) Check upon assessment decisions affecting learner's results.
- d) The range of support services available to Centres.
- e) Guidance and training opportunities for Centres.

2.3 Qualification Delivery

- a) The full range of ITC units and qualifications.
- b) Qualification training course outline and purpose.
- c) Qualification specification, resources & materials required.
- d) Quality assurance requirements to deliver all ITC qualifications

2.4 Information for Candidates

- a) The nearest or most appropriate ITC Centre.
- b) The nearest ITC registered course available for you to join.
- c) All background information associated with the sector.

3. Customer Service Key Performance Indicators (KPI)

3.1 Communications

ITC will:

- a) Answer the telephone within 6 rings during 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 from receipt.
- d) Provide an out-of-hours emergency contact number.

3.2 Learner Documentation

ITC will:

- a) Respond to request for student packs within 3 working days of receipt of request by Centre.
- b) Process learner information for portfolio-based qualifications and externally moderate assessment portfolios within the following timescales:
 - i. Forest School – 10 working days of receipt of the assessed learner portfolio and all relevant course documentation (where there are no omissions or errors).
 - ii. Teaching, Assessing and Quality Assurance – 10 working days of receipt of the assessed learner portfolio and all relevant course documentation (where there are no omissions or errors).
 - iii. Renewables Sector – 10 working days of receipt of the assessed learner portfolio and all relevant course documentation (where there are no omissions or errors).
- c) Process learner information and external moderation of portfolio-based qualifications and award certificates at the next awarding day following completion of the external moderation. Awarding days are normally held in the last week of each calendar month.
- d) Process learner information and issue the relevant certificates within the following timescales:
 - i. First Aid - 10 working days of receipt of all course assessment details (where there are no omissions or errors).
 - ii. Workplace Compliance - 10 working days of receipt of all course assessment details (where there are no omissions or errors).
- e) In the event of error or omissions with course documentation requirements ITC will issue Centres with appropriate instructions within 5 working days.

3.3 Centre Application for Approval

- a) ITC will respond to all applications for Centre approval within 5 working days of receipt.
- b) For Centres only delivering short courses e.g. first aid, ITC will arrange an initial Centre visit on one of first 3 courses delivery dates.
- c) For Centres delivering longer courses where candidates generate portfolios of evidence, ITC will arrange an initial external quality assurance centre visit
- d) Full approval status will be confirmed within 10 working days of successful External Quality Assurance visit, by ITC issuing a centre approval certificate.
- e) ITC will provide a regular programme of training event covering all aspects of ITC function for all centres.

3.4 Complaints & Appeals

ITC will:

- a) Acknowledge receipt of any appeal or complaint within 5 working days.
- b) Provide a response within 20 working days (4 weeks)

3.5 ITC Website

- a) ITC website is available 24/7. In the event of unannounced disruptions to website availability, these will be investigated immediately and service resumed or Centres informed of timescale for resumption, within 1 day or as soon as practicable.

- b) In the event of known interruptions of website availability, this information will be forwarded to Centres via respective Home Page or email communication with at least 2-days notice.

3.6 Reporting

- a) Awards Manager to report to Policy Committee quarterly.
- b) All customer charter KPI are available upon request.

3.7 Replacement certificate request to ITC from the candidate

- a) On receipt of the replacement request on form 05, it will be date stamped. Decisions will be confirmed and candidates informed within 28 days:
 - i. Either the replacement certificate will be forwarded to the postal address provided by the candidate,
 - ii. Or the explanation as to why it cannot be forwarded will be forwarded to the candidate.

4. Quality of Service Indicators

4.1 We 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,
- f) Collaborative and consistent with other awarding bodies offering similar qualifications.

4.2 We are committed identifying and eliminating delays in service wherever reasonably practical, thus:

- a) All incoming correspondence and email are date stamped upon arrival in the ITC Office,
- b) All data analysed for bottlenecks.

4.3 If Customer Service Statement time deadlines are not achieved, this will be recorded and each incident investigated by the Awards Manager and any recommendations noted. At the annual performance assessment new Service Statements will result from the previous years recommendations.

4.4 Centres will complete an Annual Assessment of Awarding Body Form (F2), allowing Centres to communicate with ITC any issues regarding the level of service received. This Form (F2) can be downloaded from the website at any time.