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| **Customer Service Statement** |  |

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| ***1*** | ***Points of Contact and Communication Mechanisms*** |
| 1.1 | **Points of Contact; (Monday- Friday 9- 3)**  ASQ  Ping House  The Belfry  Sutton Coldfield  B76 9PW  Tel: 01675 624764  Website: www.asq.org.uk  Email: [rachelpalmer@asq.org.uk](mailto:rachelpalmer@asq.org.uk)  dornaburkelewis@asq.org.uk  All correspondence made on alternative days will be responded to on the next available working day. |
| 1.2 | **Amendments to Our Service**   1. Changes to any aspect of a qualification/award will be automatically communicated to all approved centres offering that qualification through timely **notifications.** 2. All documents we produce will be dated, and any later amendments will be highlighted to centres. |
| 1.3 | **Notice Given for Changes to Qualifications/Awards** Occasionally we may need, or be required, to make changes to our qualifications/awards or to withdraw qualifications altogether. Changes are likely to occur in response to regulatory requirements, revisions of the appropriate National Occupational Standards, adjustments to the technical aspects of the content, or the necessity to make improvements in response to feedback from the sector, centres, External Verifiers or others with a stake in the qualifications.If we need to make significant changes to our qualification or assessment guidance, we will communicate the changes to centres at least six months before the changes are due to be implemented. Candidates may then be registered for that qualification up to the date on which the change is due to be implemented and can complete it against the outcomes of the qualification they were registered for. If a qualification is being withdrawn the same notice period and duration of registration will apply unless the withdrawal is due to a regulatory compliance requirement. In these circumstances no further registrations will be permitted and the ADC will be notified accordingly, 6 months in advance of the withdrawal taking place. |
| 2 | ***Quality of the Service*** |
| 2.1 | 1. **Quality Statement**   ASQ is committed to providing both centres and candidates with high quality qualifications and with the associated awarding service which is courteous and professional, consultative, responsive, open, informative, prompt, efficient, cost effective as well as collaborative. It also strives to ensure that the administrative obligations imposed on its centres are manageable and streamlined.  We will ensure that these qualities, which are elaborated on below, underpin all aspects of our core activity of providing a design, delivery and awarding service to those who seek to off qualifications and CPD within our regulated sectors and will monitor this aspect rigorously.   1. **Courtesy and Professionalism**   All our employees and contractors will adopt a customer-friendly yet professional manner in their dealings with centres and candidates, whom they will treat with courtesy and professionalism at all times. Customers who find us lacking in this, or any other, respect may either submit a formal complaint to the Operations Manager or convey their views by completing ASQ customer satisfaction questionnaires and feedback forms.     1. **Being Consultative**   Our qualifications, and awards have been developed using NOS or sector standards and as a result of a wide-ranging consultation within the sports sector in general, the National Governing Bodies of our associated sports. Moreover, in striving for excellence, we continually monitor the quality of our products and services, engaging in a dialogue with, and seeking feedback from, centres, candidates and other users of our qualifications. Our annual customer satisfaction surveys and other feedback, which we actively encourage, keep us well informed of the perceptions of our customers so that we can meet their needs and improve the quality of our products and services should our consultations reveal any areas of weakness.   1. **Responsiveness**   ASQ can be contacted by telephone, e-mail, and post, (*details in 1.1 above*).We are committed to being responsive to all your requests, enquiries, suggestions, complaints and all other approaches and will ensure that our staff respond to you in an appropriate and timely manner (see also promptness below). If your query cannot be answered by the first point of contact, it will be referred to the appropriate person without delay. Moreover, we would be happy, if necessary, to arrange a face-to-face meeting between a customer requesting such a meeting and an appropriate member of our staff or an External Verifier.   1. **Promptness**   We will seek not only to be responsive in our dealings with you but to respond to all your approaches promptly. We aim to:   * Initial response to confirm receipt of your communication by the next working day. * Respond to all written correspondence within 10 working days. * Respond to all e-mail messages within seven working days. * Respond to all telephone requests and enquiries within three working days. * Acknowledge all complaints within five working days and provide a written response within 20 working days. * Acknowledge all appeals within five working days, consider them within 20 working days and provide a written notification of the outcome within three working days of the decision of the Appeals Panel having been reached. * Issue certificates for all levels of qualifications within 6 - 8 weeks of the assessment being completed and authorised certification requests being received by the awarding body.  1. **Openness**   ASQ will strive to be open in all its dealings with candidates or centres and not to conceal any facts or decisions which might affect either candidates or centres. Whenever we convey to you any decision in respect of qualifications, assessment or awarding, we will give you the reason for this decision and allow you to challenge it by submitting an appeal.   1. **Being Informative**   We will endeavour to be informative in that we are committed to providing you with all the answers you require and to conveying to you all the details you need to be aware of. Our advice, guidance and support will be relevant to your needs and to the qualification(s) in question, and our materials will be well-expressed, clear, to the point and appropriate to the relevant qualification(s).   1. **Efficiency**   ASQ will seek to provide you with an efficient service, which is a service that balances quality with cost-effectiveness. While we won’t compromise on the quality of any aspects of our provision or on our regulatory requirements and commitments, we will deliver it in the way which does not allow any unnecessary duplication in the system, which eliminates wastage and which cuts down on bureaucracy, thus minimising costs. This will enable us to deliver our qualifications in an efficient manner and to set reasonable fees for our products and services.   1. **Cost Effectiveness**   As stated above, we are committed to providing our customers with a service that is efficient and cost-effective. We consider it paramount that the fees for our products and services are set at a reasonable and justifiable level so that nobody should be deterred from embarking on our qualifications on financial grounds. Information about our fee structure can be found on the ASQ website.   1. **Being Streamlined and Manageable**   ASQ is committed to ensuring that administrative obligations imposed on its centres are as streamlined and manageable as the integrity of the qualifications permits. We considered the issue of manageability very carefully when developing our approved centre criteria, the procedures for the management and quality assurance of our qualifications by centres and the record-keeping requirements for them. This aspect, alongside the others listed in this statement, will be carefully monitored through our annual customer satisfaction surveys and through gathering feedback from centres in other, less formal, ways. |
| 2.2 | ***Scope of the Service***   1. ASQ willprovide our centres and candidates with a range of support services, including information and guidance on the quality assurance and administrative processes and procedures associated with our qualifications. 2. On approval, wewill offer centres comprehensive guidance on assessment and quality assurance and a range of additional support materials and then continue to keep themupdated on developments affecting the qualifications on offer. The Approved Centre Handbook contains detailed information on our various policies and on the quality assurance and administrative processes and procedures associated with our qualifications. 3. ASQ will support our centres also through regular workshops and update meetings devoted to various aspects of assessment and QA developments within the specific qualifications we award. 4. ASQ requires that centres should inform candidates about their entitlement to ask for support to accommodate any particular assessment requirements they might have and about their right to appeal an assessment decision should they disagree with it. Moreover, candidates should be advised of the existence of the following:    1. ASQ Customer Service Statement    2. ASQ Equal Opportunities Policy    3. The centre’s own Equal Opportunities Policy.    4. ASQ Reasonable Adjustments Policy and Procedures    5. ASQ Special Considerations Policy and Procedures    6. ASQ Procedures for Dealing with Malpractice    7. ASQ Candidate Feedback Form (**H20 or equivalent**), which candidates should be encouraged to complete. |

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| 3 | **Position Statement On the use of languages other than English in assessment (In particular Welsh and Irish and Gaelic)** |
| 3.1 | **Current Position**   1. The consultation with our Scottish, Welsh and Irish sporting partners, has not, so far, identified the need to offer assessment of the ASQ qualifications or awards through the medium of Welsh or Irish or Gaelic. 2. The consultation with the sports sport Lead Bodies suggests that even if there is a request for a delivery centre to deliver the qualification to any other nationality, there will not be a requirement to offer assessment in that language. 3. Consequently, the only language which is currently used for assessment is English. |
| 3.2 | **Review Possibilities**   1. However, the situation will be kept under review, and ASQwill be fully prepared to reconsider its position if the need for assessment in Welsh ; Irish, Gaelic or any other language is identified and funding and expertise is available to cover the translation. 2. Should that happen:  * The qualification specifications could be made available as duel language. * The assessment materials could be made available as single or duel language in line with the regulatory guidance. However a duel language version MUST be made available to facilitate the verification process. * Acceptable verification methods MUST be agreed and funded. * ASQwould update this Position Statement, reflecting the policy on communicating bilingually. |
| 3.3 | **Monitoring Demand**  Since ASQ is fully committed to ensuring that any identified need for its qualification provision to be offered through the medium of Welsh, Scottish and/or Irish is met, it will monitor this aspect on an ongoing basis. It will be the responsibility of the Operations Manager to maintain regular contact with our ADC so as to keep the situation under constant review. |
| 4 | ***Fee Structure***  All details in respect of fee structures, costs and resources associated with our qualifications and awards will be regularly updated and made accessible to centres via email communication and website updates.  The details of our fees will be sent to each new centre as a part of the registration pack and can also be requested at any time from our Operations Manager or ASQ website.  The ASQ’s fee structure and Fees are detailed in detail in the fees document within the ADC handbook and the ASQ website |
| 5 | ***Performance Measures and Feedback Arrangements***   1. We have put in place a mechanism for measuring the extent to which we have met our commitment to providing both centres and candidates with a high quality service. In order to be able to measure our performance, we have set ourselves ambitious customer service targets, based on the quality criteria listed in this statement. Those targets, which also cover 10 individual aspects of our service, constitute the performance measures which we will use to gauge the extent of your satisfaction with the level of service you have received from us. 2. Those performance measures, which can be found also in the notes accompanying our Customer Satisfaction Questionnaire for Centres and Candidate feedback form are as follows: 3. The cumulative rating of at least 90% for the service considered by both centres and candidates to be average, good or excellent (scores of 3, 4 and 5 respectively). 4. The cumulative rating of at least 75% for the two highest scores (4 and 5, which denote a good and an excellent service respectively). 5. We wish to assure you that we will make every effort not only to achieve but to exceed this level of satisfaction. 6. In order to be able to elicit our centres’ views in a systematic way, we have developed a   :   1. **Customer Satisfaction Questionnaires for Centres** and will use it to conduct customer satisfaction surveys on an annual basis.      1. **A Candidate Feedback Form** which will be used to gather feedback from candidates whenever a candidate wishes to convey their feedback to ASQ or the ADC on its qualification or awards. (ADC may use their own feedback forms if preferred, all of which must be passed on to ASQ for the purpose of qualification/awards review.   .   1. **Candidates’ Verification Interview Form,** to be used by our external verifier(s) when interviewing candidates during their external verification visits. 2. Our customers’ feedback gathered in the ways outlined above will contribute to our annual self-monitoring, which will aim to ensure that any areas where improvement is needed are identified with precision and addressed without delay. In striving for excellence, we welcome your comments on how we can improve our performance. |
| 6 | **Appeals Arrangements**  a. Whenever centres or candidates do not agree with our assessment decisions or other decisions affecting them, they may lodge a formal appeal. Whether it is the centre or the candidate wishing to appeal, an appeal must always be submitted in writing by the centre and clearly outline the reason why it is being submitted.  b Appeals should be made within one month of the decision having been made and should be directed to the ASQ Operations manager  c. Appeals will be heard by the Appeals Panel, which will comprise at least three members of appropriate competence: the Operations Manager; the Senior External Verifier for the relevant sport and at least one independent person who is not, and has not been at any time during the past seven years, an employee of the awarding body, assessor or a member of its committees who will have no personal interest in the decision being upheld. Candidates unhappy with our appeal outcome can escalate a complaint to the appropriate regulators, however none of which will be able to overturn assessment decisions. (Please see ASQ appeals process for details) |