



Customer Service and Support Statement

Document Specification:	
Purpose:	To set out the minimum service levels that Gatehouse Awards will offer its Approved Centres
Accountability:	The Governing Body
Responsibility:	Quality Assurance Manager
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Effective from:	1 st January 2016
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Links to Ofqual GCR:	G2, I1, I2
Other relevant documents:	Gatehouse Awards Centre Handbook Qualification Specifications (for each Qualification offered by Gatehouse Awards) Gatehouse Awards Terms and Conditions of Business

Gatehouse Awards Limited

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1. Mission

Gatehouse Awards supports learning and social integration by creating qualifications that support active citizenship and build stronger communities. Our vision is to be at the forefront of developing and delivering qualifications which promote social inclusion, and wider participation, and transform communities and individuals.

2. Customer Service & Support Statement

Making use of regular monitoring processes and customer feedback, we aim to provide consistently high levels of customer service. Our friendly and experienced staff will endeavour to deal with all communications promptly and efficiently.

3. Fees

Full details of our fees are available on request (see Section 6 for contact details). Our fees are monitored to ensure that they are cost effective and in line with those of other Awarding Organisations.

4. Performance Measures

4.1 Centre Approval & Applications

Gatehouse Awards will:

- Respond to any enquiries from Centres seeking information concerning approval within 3 working days
- Acknowledge receipt of applications within 2 working days
- Either inform Centres of an initial decision or request more information within 20 working days of receipt of the application
- Upon receipt of all additional or outstanding information requested, reply to Centre with an initial decision (subject to a successful pre-approval visit, should it be deemed necessary) within a further 10 working days
- Confirm Approval or, if the Centre is required to make changes in order to meet Gatehouse Awards' standards, issue an Action Plan
- Issue a Centre Approval Certificate within 20 working days of full approval

4.2 General Enquiries

Gatehouse Awards will:

- Where possible, manage general telephone enquiries at the time of the call. In circumstances where information is not to hand, customers will be contacted within 1 working day
- All results enquiries made by Centres must be submitted via email and addressed to the Centre's dedicated Centre Administrator
- Respond to email and written enquiries within 2 working days of receipt. Instances where enquiries require a more detailed response, an acknowledgement of the email will be sent within 2 working days, and the client will receive a full response within 5 working days of their initial enquiry

4.3 Qualification Administration

Gatehouse Awards will:

- Issue results within 10 working days of receipt of a full set of completed assessment materials and any supporting submission documentation.
- Issue replacement certificates within 5 working days of receipt of the request
- Issue amended certificates within 5 working days of receipt of **both** the request and original certificate

4.4 External Quality Assurance

Gatehouse Awards may request documentary evidence from Centres as part of its external quality assurance processes. Following requests for standard external quality assurance monitoring, Centres will have 20 working days to supply the relevant information, however, if the information requested is as part of an investigation into potential malpractice or maladministration then the timescales can be considerably shorter and will be communicated as part of the request. Once the documents are received, Gatehouse Awards will:

- Acknowledge the receipt of documents within 2 working days
- Conduct a full review of the documents supplied and issue within 20 working days of receipt and issue:
 - a request for more information
Or
 - an action plan detailing any issues identified
Or
 - confirmation that no issues have been identified
- If further information has been requested, Gatehouse Awards will issue an action plan or confirmation that no issues have been identified within 10 working days of receipt of the additional information.
- Following an external quality assurance visit to a Centre's premises, whether routine, required as the result of a report of suspected malpractice/ maladministration or a complaint, the External Quality Assurer (EQA) will submit a report of their findings to the Gatehouse Awards Quality Assurance Manager within 5 working days of the visit. The Quality Assurance Manager will then:
 - Review the findings of the External Quality Assurer within 5 working days of receipt of the report.
 - Notify the Head of Centre in writing of the findings and any sanctions applicable and actions required to rectify any issues raised. Gatehouse Awards will also include deadlines for any actions required.
 - Issue a copy of the final action plan to the EQA who undertook the visit.

4.5 Access to Assessment

Gatehouse Awards is committed to equality of opportunity for all Learners. We have in place a full *Diversity and Equality Policy* which is available to download from www.gatehouseawards.org or upon request from Gatehouse Awards.

In the majority of cases, Requests for Reasonable Adjustment should be forwarded to Gatehouse Awards within 10 working days of the assessment; in such case Gatehouse Awards will inform the

Centre of its decision, including appropriate advice as to how to deal with the request or any special versions of examination papers (e.g. large print, audio, etc.). In circumstances where Gatehouse Awards is not able to facilitate Requests for Reasonable Adjustment within those 10 working days, a revised timescale will be given, taking into account the necessity to avoid adverse effects and to preserve the integrity of the assessment and award of the qualification.

Full details of the Gatehouse Awards' policies regarding Candidates' access to assessments are contained in the *Candidate Access Policy*. For some qualifications there may be specific restrictions as to what is permissible for Reasonable Adjustments or Special Considerations. Details of these are found in the *Qualification Specification* published for each qualification offered by Gatehouse Awards, available to download from the Gatehouse Awards website.

5. Appeals

Gatehouse Awards has *Appeals Policy and Procedures* in place for any individual wishing to raise an appeal. This policy is available on request and is published on the Gatehouse Awards website. Candidates wishing to appeal must initially do so via their Centre.

6. Points of Contact

Each Centre is provided with the contact details of their named Centre Administrator as part of their approval process. For all general enquiries, complaints, etc. Gatehouse Awards can be contacted by telephone, email or post. All correspondence should be addressed to:

Gatehouse Awards Limited
64 Daisy Hill
Dewsbury
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Tel: +44 (0)1924 609250

Email: info@gatehouseawards.org

7. Customer Complaints Procedure

Gatehouse Awards has in place a full *Comments, Compliments and Complaints Policy* which is available upon request and published on the Gatehouse Awards website. Please note that all complaints regarding any element of our service should be made in writing and addressed to the Quality Assurance Manager at Gatehouse Awards who will then follow the process laid down in the published policy.

8. Language Policy

There is provision for Gatehouse Awards qualifications, where it does not contravene any particular assessment criteria or requirement, to be offered in languages other than English. Information on whether a qualification can be made available in another language will be published in each *Qualification Specification* document.

Owing to particular assessment requirements and criteria, Gatehouse Awards' English language qualifications, such as English for Speakers of Other Languages (ESOL), will only be offered in English.

9. Amendments to Our Service

Centres will be notified in writing immediately of any significant amendments or changes to our service, qualifications, assessments or policies. This information will also be published on our website. Any documents that are altered will display a new date and version number. Centres are required to inform their Candidates of any changes that may affect them. For significant changes in policy, Gatehouse Awards will provide a minimum of 30 days' notice of any changes wherever possible, before they take effect.

10. Feedback

Gatehouse Awards will ask Centres to complete an annual customer satisfaction survey regarding the service they receive from Gatehouse Awards; the survey will be emailed to the Centre.

We encourage additional or interim feedback from Centres and Candidates at any time. All feedback will be monitored and acted upon if required. Gatehouse Awards will respond to feedback within 10 working days.

11. Monitoring, Evaluating and Reporting

Our customer service performance will be monitored internally by the Quality Assurance Manager and through Centre feedback, including compliments and complaints received and via the use of surveys undertaken regularly. Any changes to our customer service levels will be addressed in quarterly meetings of the Governing Body and, where necessary, actions agreed to mitigate any risks these changes may present. All such risks will also be included on the Gatehouse Awards Risk Register.