



Customer Service Statement and Provision

CYQ is committed to providing customers with a high quality service and is dedicated to achieving customer satisfaction.

We aim to:

- Provide a reliable, open and informative service
- Develop positive working relationships with customers
- Offer clear guidelines and access to relevant guidance materials
- Offer clear guidelines and access for both centres and students to the:
 - Result enquiry service
 - Appeals procedure
 - Reasonable assessment adjustment and special consideration procedure
 - Make recommendations and provide support for improving centre practice
 - Provide consultative and responsive communication
- Respond to customer needs and assist with the management of problems identified skilfully and efficiently

NB: CYQ monitors its own customer service provision on a regular basis and we welcome feedback and suggestions from all centres. You may register your comments by calling Customer Support on 020 7343 1800 or email info@cyq.org.uk.

Enquiries or queries relating directly to approvals and verification should be made to a member of the Verification Team - email: centreapproval@cyq.org.uk

Summary of CYQ customer service provision

Certification

Upon receipt of an accurately completed certificate claims form, CYQ will ensure the following:

1. Verification checks to confirm authenticity of claim (where appropriate) – including checks that all appropriate components have been achieved.
2. Result entry onto CYQ database.
3. Certificates printed and issued to centre within the following time frame:
 - VRQ certificates – Within 30 working days
 - NVQ certificates – Within 7 working days



Mandatory Technical Certificates – Within 15 working days
Replacement/duplicate certificates - Within 5 working days

4. Centre will be informed within the stated time frame if CYQ experience any difficulty that may cause a delay in certificate production.

CYQ will advise the centre within three days of receipt of the claim if candidate information that may lead to an inability to certificate is missing or incorrect.

Centres wishing to claim NVQ certification must ensure that each candidate has been registered for the relevant qualification for a minimum of 10 weeks.

External assessment results and theory paper requests

Theory papers

Centres that have completed a CYQ security declaration form can expect to receive:

- Student answer sheets within 1 working day of request
- Allocation of theory paper within 1 working day
- Receipt of practice papers within 5 working days

Results

1. Centres can expect to receive candidate results within 10 working days.
2. Centres identified as low risk processing more than 3000 candidates per annum will have results distributed within 7 working days.
3. Centres will be informed within stated timeframe of any delays that may affect timely receipt.
4. Duplicate results will be sent to centres within 5 working days of written request.
5. Hand-marked results will be sent to centres within 15 working days.

Resource requests

1. Centres can expect resource requests to be processed and dispatched within 7 working days.
2. Centres will be informed within 3 working days of any delay to CYQ processing that may affect delivery.

Candidate registration

NVQ/Mandatory Technical Certificates

- Candidate registrations will be processed and confirmed within 7 working days.
- Confirmation will be accompanied or followed by invoice/payment confirmation.

VRQ certificates

- Candidate/certification fees will be invoiced upon successful achievement.

Result enquiry service

- Confirmation of receipt of enquiry – 7 working days
- Review of external assessment result – 21 working days

Candidate appeals

Please note: This can only take place once the centre's own appeals procedure has been exhausted.

- Written notification of appeals to be sent to CYQ within 20 days of the assessment
- Confirmation of receipt of appeal – 7 working days
- Review of the appeal – 21 working days

Centre appeals

- Confirmation of receipt of appeal – 7 working days
- Review of the appeal – 21 working days

Reasonable assessment adjustment

- Confirmation of receipt of enquiry – 7 working days
- Review of requirement – 21 working days

Special consideration

- Confirmation of receipt of enquiry - 7 working days
- Confirmation of decision - 21 working days

CYQ fee structure

CYQ will inform centres a minimum of 6 months in advance of any planned increase to published fees (please visit www.cyq.org.uk/fees for the latest fee information).



General Enquiries

- We aim to provide an initial response to general enquiries within 24 hours
- Where required, we aim to provide a follow up response within 5 working days