

## 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:
  - Technical certificates – Within 20 working days
  - Vocationally related certificates – Within 60 working days
  - NVQ certificates – Within seven working days
  - Replacement certificates - Within 20 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 five working days of request
- Allocation of theory paper within five working days
- Receipt of practice papers within five working days

#### Results

1. Centres can expect to receive candidate results within 15 working days.
2. Centres identified as low risk processing more than 3000 candidates per annum will have results distributed within five 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 28 working days of written request.

## Resource requests

1. Centres can expect resource requests to be processed by CYQ within 48 hours of receipt.
2. Centres will be informed within three 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 seven working days. Confirmation will be accompanied or followed by invoice/payment confirmation.

### VRQ certificates

Candidate/certification fees will be invoiced upon successful achievement.

### CYQ fee structure

CYQ will inform centres a minimum of six months in advance of any planned increase to published fees (please refer to CYQ Qualifications and Fees Guide).

### General Enquiries

Centres may contact CYQ using any of the following methods - telephone, email, fax, or post.

Approved centres can expect to receive a same day initial response and if necessary a follow up within the agreed time frame.

Detailed descriptions of the areas of responsibility/nature of enquiries covered by each team member may be located in this CYQ Administration Handbook.

## Content of qualifications/assessment

1. Detailed information on the content of qualifications is available via the CYQ Syllabus, and on the website. You will also find details in the CYQ Qualifications and Fees Guide that accompany this handbook.
2. Guidelines for lesson plans, structure and timetabling can be found in the syllabus and in tutor resource packs.
3. Assessment and Internal Verification (IV) documentation is included in Assessment IV packs.
4. Day to day support on the content of qualifications/assessment is available from the CYQ Technical Team.
5. Opportunities to attend regular centre training days across the year (most are free of charge). Further information on training days is available on the CYQ website.