

## **GQA Customer Service Related Documentation**

**Note** The introduction of BS EN ISO 9001: 2000 at GQA will mean that there will be a full review of all GQA documentation and the associated numbering system.

- 1.** Centre Approval Application
- 2.** External Verifier Monitoring Report
- 3.** Interim External Verifier Report

**NB** Items 1, 2 and 3 are GQA forms produced on pressure sensitive paper that are signed by the GQA external verifier (and the original left with the centre).

### **4. Guide to Centre Approval (booklet)**

This contains support information on becoming a GQA approved centre (and maintaining centre approval). It contains and makes reference to other materials.

The GQA Guide to Centre Approval booklet contains information on a variety of aspects of customer service linked to the initial centre approval process, ongoing approval as a GQA approved assessment centre and appeals.

### **5. GQA Qualification Update**

This lists all qualifications that GQA is approved to award. It lists all current qualifications and those that have expired for registration purposes i.e. are available for certification only in respect of specified registered candidates.

### **6. GQA Price List**

This details the prices of GQA products and services including:

- Centre Approval/External Verifier Visits
- NVQ/SVQ registration/certification fees
- Unit Credit registration/certification fees
- Additional certificates of unit credit

- Replacement certificates
- GQA Licences
- GQA qualification booklets

The fees for GQA products and services are reviewed at minimum annually and are circulated to GQA centres as a single page document, i.e. the GQA UK Price List.

The current fees are always displayed on the GQA website [www.glassqualificationsauthority.com](http://www.glassqualificationsauthority.com)

## **7. NVQ/SVQ Unit Structures**

A double-sided document is available for each current GQA qualification listing all mandatory and optional units and the qualification structure.

## **8. Qualification Guides**

A series of three guides are available (separately for NVQs and SVQs) aimed at Employers, Training Providers and Candidates.

## **9. GQA News**

GQA News (a newsletter) is issued three times per year and the back page clearly indicates who is the office based contact during normal working hours. Contacts can be made in respect of the newsletter or other general issues including queries or complaints.

The awarding body issues a newsletter three times per year.

## **10. GQA Forms (in number order)**

- **NVQ/SVQ Registration Form**  
To be used by approved centres to register candidates on GQA qualifications.
- **Assessor/Internal Verifier Licence Certification**  
To be used by approved centres to request provisional or full licences for members of their centre team.

- **GQA Customer Service Evaluation**  
This is a document regularly posted out by GQA three times per year to obtain feedback from centres on our customer service.
- **Qualification Certification Record**  
To be used by approved centres to identify candidates for external verification on units or full qualifications.
- **Appeal Against GQA**  
This is a document to be completed by the Head of GQA if there is an appeal against GQA.
- **Internal Centre Appeal Form**  
To be used by centres if a candidate disputes a decision made by an assessor.

### **Complaints Procedure**

The appeals procedures are outlined in the GQA Guide to Centre Approval. However, a variety of circumstances can bring about a reason for queries or complaints. It is anticipated that the majority of queries will be resolved via telephone or email contact. However, complaints to GQA will be logged and formally responded to. The established GQA Complaints Procedures flowchart, shown on the following page, briefly describes the action to be taken in the event of receipt of negative feedback/complaint.

You can contact us by:

Telephone: 0114 272 0033  
 Fax: 0114 272 0060  
 E-mail: [info@gqaqualifications.com](mailto:info@gqaqualifications.com)

Writing to: Glass Qualifications Authority Ltd  
 Provincial House  
 Solly Street  
 Sheffield  
 S1 4BA

## GQA Complaints Procedure

The complaints procedure is for people who wish to make a complaint about the Awarding Body. This does not necessarily involve a decision that GQA has taken

Procedure for persons wishing to raise a complaint with GQA:

Person with complaint contacts relevant GQA External Verifier or GQA Office Manager to discuss the issue. If a satisfactory response or arrangement is agreed, then the issue can be considered as resolved. If the complaint is not resolved, the next stage is to formalise the issue.



Individual with complaint puts it in writing – via letter or email - to relevant GQA person/s. GQA person/s will attempt to resolve the issue and complete relevant section/s of the GQA Complaints Form.  
All written complaints are brought to the attention of the GQA Quality Audit Committee in line with GQA's procedures for the operation of the Committee.



If complaint can be resolved within five working days – resulting in the person who made the complaint agreeing that the issue has been satisfactorily resolved – no further action is taken.  
GQA person/s involved complete relevant section/s of the GQA Complaints Form.



If complaint cannot be resolved within five working days, relevant GQA person/s write to the person making the complaint:

- Explaining why it is not possible to resolve the situation immediately
- Providing a clear Plan of Action as to how and when the situation will be resolved

This information is copied to GQA Chief Executive



GQA Chief Executive monitors Plans of Action to ensure satisfactory conclusions.  
GQA Office Manager maintains a complaints file and ensures the GQA Complaints Form is completed satisfactorily in respect of each written complaint.  
GQA Office Manager ensures that the contents of the complaints file are brought to the attention of the GQA Chief Executive.

NB: All documentation is stored securely, made available for auditing purposes and used to improve GQA's service to its customers. Where appropriate, GQA will take action to prevent the occurrence of similar complaints.