

CUSTOMER SERVICE STATEMENT

OUR MISSION

To achieve a world class qualified workforce in glass and glass related occupations

The customer service statement sets out GQA's expected level of service. Our aim is to provide an awarding body role that is efficient, effective and responsive.

CUSTOMER SERVICE ISSUES

Existing clients of GQA will be aware that information and guidance on customer service and centre approval issues is provided via a variety of media. This statement gathers together and presents centres with a single customer service statement. In some instances the customer service statement will signpost clients/centres to documents that may be subject to change e.g. GQA Price List or GQA Qualifications Update.

GENERAL STANDARD OF SERVICE

GQA will via its offices in Sheffield:

- ensure that telephone and fax access is available during the normal working week (0900 – 1700 Monday – Thursday and 0900 – 16.30 Friday);
- provide a 'first port of call' through the office manager for information;
- provide email access via info@gqaqualifications.com
- provide telephone, fax and e-mail addresses for key contacts;
- maintain the GQA awarding body database;
- maintain the GQA website www.glassqualificationsauthority.com
- publish GQA News three times per year.

THE CENTRE APPROVAL PROCESS

GQA will:

- respond to enquiries, queries or complaints in a positive manner within five working days;
- ensure potential GQA approved centres receive information starter pack, posted within 5 working days that includes a guide to centre approval, a application/criteria form, unit structures of specific GQA qualifications, GQA Qualification Update, latest GQA News and current GQA Price List;
- ensure potential GQA approved centres are followed up within four working weeks (to seek to offer the services of a GQA External Verifier to provide one-to-one information and guidance) and if appropriate encourage the completion of a Centre Approval form;
- seek to reach a mutually convenient date for a EV support/centre approval visit;
- conduct an initial Centre Approval visit to all potential approved centres, complete centre approval criteria documentation and provide written feedback on the day of the visit. Actions arising from the visit will be recorded;
- provide successful applicants with a GQA Approved Centre certificate within four working weeks of receipt of GQA externally verified centre approval documentation. The centre co-ordinator will be advised that ongoing centre approval is dependent upon

subsequent successful External Verifier reviews (in accordance with the published guidelines);

- provide applicants with ongoing support if they are unable to satisfy the initial centre approval criteria and will renegotiate a further External Verifier visit if this proves necessary;
- provide approved centres with hard copy centre forms and direct centres towards the GQA website which will list current forms and in most cases provide a facility to print off further copies;
- action candidate NVQ/SVQ registrations received in a satisfactory and approved format, within two working weeks;
- provide GQA NVQ/SVQ qualification booklets as agreed with the centre (at the latest) with the registration confirmation document;
- ensure that candidate assessors and internal verifiers are registered on the appropriate units with an approved awarding body NB Assessors and Internal Verifiers are expected to achieve their registered units within twelve months of undergoing training;
- ensure that centre assessors and internal verifiers are licensed in accordance with GQA criteria. NB Licences normally last for twelve months and are renewed with the approval of the GQA External Verifier;
- ensure that claims for certification can only be made by approved centres;
- issue certificates of competence (NVQ, SVQ and certificates of unit credit) within four working weeks of receipt of a satisfactory application countersigned by the GQA external verifier;
- remind GQA centres that their centre file/records should include:
 - assessor and internal verifier records
 - candidate registration and achievement details
 - assessment records covering the previous three years
- ensure that approved centres are aware that GQA will provide a customer service evaluation form three times per year. This will normally be in the form of a document issued by the office to be completed and returned by the Centre Co-ordinator;
- ensure that approved centres are aware of the range of customer service related materials available by publishing a list of documents in hard copy and on the GQA website i.e. GQA Customer Service Related Documentation.

CONTACTING GQA

You can contact us by:

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