

mwmac Ltd. is a private company limited by shares and is governed by its Memorandum and Articles of Association.

## The service that you can expect from mwmac Ltd

This statement gives response targets for key areas of services, and we will continually strive to attain, and improve our performance and response times in all areas. To ensure this we will monitor satisfaction with our performance.

Initially our aim will be to ensure that at least 90% of all specific response targets are achieved when monitored. This target will be reviewed periodically.

Naturally events beyond our control adversely affect our performance, but if you feel dissatisfied with our service please do not hesitate to contact us.

We are also committed to equality of opportunity and to ensuring that there is no unfair discrimination in any of our activities. Information on appeals and disputes is available from the Business Manager and on our Website.

A City & Guilds Record of Assessment, City & Guilds Candidate Assessment Result Form, City & Guilds Assessment Result Advice Slip or the Lantra Awards Certificate Claim Form will be issued to every Candidate during their event. This will give candidates the opportunity to comment on their satisfaction with the administration and delivery of the training and or assessment.

## Our targets

1. To treat each customer enquiry with courtesy and do our best to be helpful.
2. Where possible, to acknowledge or respond to Customer Enquiries, in the form of letters, emails or telephone calls within 5 working days, providing any relevant information including event content, price, booking form, etc.
3. To provide customers with clear and user-friendly information about the qualifications offered by the Centre.
4. To arrange the Training and/or Assessment Event at an appropriate location and date for the customer; where possible, to inform the customer of the arrangements within 5 working days of initial instruction to arrange event dates. If necessary, to provide resources to facilitate the training and/or assessment as appropriate and meeting current health and safety and industry best practice.
5. To recognise and acknowledge prior learning; be it via evidence of certificates or checking of Lantra and/or City & Guilds NPTC databases for previous qualification or attendance at events. Ensure evidence is valid, reliable, authentic, current and suffice.
6. If there is a delay in organising the delivery of training or assessment event after 10 working days, to take specific action to expedite organising the requested event, and if necessary, assist the customer to make contact with other suppliers.
7. To issue event reminder, etc, via email at least 10 working days before the start of a Training Event or 5 working days before the start of an Assessment Event. This can also include sending text message reminders.
8. To invite feedback and comments from customers especially where our service can be improved or where awards could be developed or reviewed in order to meet customer needs more closely.
9. For the Assessors/Instructors to forward completed paperwork, along with invoices, to the Centre within the City & Guilds target of 2 working days from completion of the training course and or assessments.

10. To forward completed application forms for certificates for all qualifications to the relevant awarding body for processing within 5 working days of receipt from the Instructor/Assessor upon successful completion of the Training and/or Assessment event.
11. To run Team Meetings regularly where any Customer Services issued are highlighted and discussed.
12. To arrange for the Directors to meet regularly with the Business Manager to review and monitor performance, and if necessary take steps to address any problems.
13. To issue regular newsletters to customers to update them on up and coming events, ensuring to facilitate any unsubscribe requests immediately.
14. To issue quarterly newsletters to Instructors/Assessors who are regularly in contact with the Centre to provide any relevant updates.
15. To ensure that all Instructors/Assessors attend annual updates as organised by the relevant awarding bodies to ensure continual CPD.
16. To arrange Internal Quality Assurance on a regular basis, which will include Assessor Observations, Invigilator Observations, Sampling of Documents and Candidate Interviews.
17. To facilitate External Quality Assurance visits and review EQA report forms and take appropriate action where necessary.
18. To store all Centre records (including customer personal data) securely so that there is no opportunity for records to be falsified or fraudulent claims to be made. All assessment records must be retained in the Centre for at least 6 years after the candidates has completed the training, assessment or NVQ program.

## **Equal opportunities and access and complaints or appeals.**

1. To provide customers, upon request, with the mwmac Ltd Equality & Diversity Policy or Complaints & Appeals Policy; these are also available on our Website.
2. To resolve any complaints or appeals received promptly and fairly in accordance with the mwmac Ltd Complaints & Appeals Policy.
3. To provide the relevant awarding bodies' Complaints and Appeals procedures if requested by candidates.

*Revised June 2022 VL*