



**Lantra Awards
Customer Service Statement**

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CUSTOMER SERVICE

This publication is intended to inform our customers about:

- Our commitment to quality and customer service
- How we monitor our performance
- Where key information about administrative processes and procedures for each award or qualification can be found
- Where information which is specific to particular awards or qualifications can be found
- Fees
- Publications and training materials
- Support for centres
- Our general policies and procedures

Lantra Awards has five main areas of activity:

- National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)
- Technical Awards
- National Highway Sector Schemes
- Vocationally Related Qualifications (VRQs)
- Customised Awards

This customer service statement applies to all areas of our activity.

Commitment to quality and customer service

Lantra Awards has achieved ISO9001:2000 and is accredited for Investors in People. We are committed to providing first rate customer service and quality. We aim to do this by:

- providing a comprehensive range of up-to-date quality support materials for the awards/training we offer
- operating streamlined administration procedures that are user-friendly for customers
- providing an interactive system so that customers can communicate with us on-line for ordering publications, registering candidates and claiming certificates as well as learning and testing materials (technical awards)
- keeping customers informed about developments within Lantra Awards and in vocational education in general
- inviting 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.

Monitoring our performance

Lantra Awards has established a Quality Committee with representation from independent organisations. This committee meets up to three times a year and, through the Chair of the Committee, reports directly to the Lantra Awards Board of Directors. The Committee considers issues affecting the quality of any aspect of the awards or qualifications and service Lantra Awards provides.

Improving our own practice

We monitor our own practice and service through the Quality Committee by:

- Logging all complaints and/or service failures in accordance with ISO 9001:2000 procedures
- Reviewing all complaints to identify where improvements can be made
- Monitoring response times against our customer service targets
- Reviewing verifier/examiner reports and taking appropriate action where necessary
- Seeking customer feedback, either directly (e.g. letters, telephone calls, meetings) or indirectly (e.g. external verifier visit reports, centre approval forms, questionnaires, comments on test papers). Lantra Awards has a Feedback Form (see annex 1) that can be used for this purpose.

We have also set ourselves performance indicators by which to measure the speed of our service. We aim to respond quickly to our customers on all matters. Provided that we receive documentation which is fully and accurately completed we will respond within the timescales given below:

Process	Response time
VRQ centre approval	Within 10 working days from receipt of a properly completed application form
N/SVQ centre approval	External Verifier visit to take place within 6 weeks of receipt of a properly completed application form. Notification of decision within 10 working days of an EV visit report being received by Lantra Awards
N/SVQ external verifier visit reports	Left at the centre on the day of the visit
Candidate registration/test entries	Confirmation of receipt of registration/test entry within 10 working days
Certificate issue	Properly completed certificate claim forms or mark sheets will be processed within 10 working days VRQs with written test papers/assignments will be processed within 28 working days of receipt by Lantra Awards (unless otherwise specified for the VRQ concerned)
Training material orders	Despatch within 4 working days of receipt of order
Appeals	Acknowledgement within 5 working days – see appeals procedures for further information about response times
Enquiries about assessment results	Acknowledgement within 5 working days and written response within a further 10 working days
Complaints	Acknowledgement within 5 working days and written response within a further 10 working days

Centre approval, registration of candidates and certificates

For information on how to:

- apply for centre approval or instructor/assessor approval
- register candidates for NVQ/SVQs or sector schemes
- enter candidates for tests or other forms of assessment for VRQs
- order courses
- claim certificates

please refer to:

- Code of Practice and Approval Criteria for Technical Awards
- Guidance for N/SVQ Centres
- Centre Specification of training and/or assessment for Sector Schemes
- Information pack for specific VRQs
- Technical Awards Course Catalogue

These are all available free of charge from Lantra Awards.

To download a Sector Scheme Document visit the UKAS website www.ukas.com. All of the Sector Schemes documents can be found within the publications section.

Fees

Lantra Awards aims to provide excellent value for money and sets its courses and qualifications at very competitive prices. The fees for N/SVQs and VRQs can be found in the current Fees List available from Lantra Awards. Technical awards fees are published in the current Technical Awards Course Catalogue (available to training providers). Fees for sector schemes are included in the 'Specification of training and/or assessment for Sector Schemes'.

All fees are reviewed annually. Lantra Awards gives at least three months' notice of any changes in price for publications or fees for awards/training courses.

Publications and training materials

Details of relevant publications are included in the Information for Centres document for each qualification (VRQs), the Specification document for each N/SVQ or the Specification of training and /or assessment for sector schemes.

Lantra Awards publishes updates throughout the year, with information which is particularly relevant for centres, instructors, assessors, external verifiers and examiners but is also of interest to the general public. Updates are normally distributed electronically. A range of promotional materials is also available for centres to use, free of charge.

Centre support

For technical awards and highways industry sector schemes, Lantra Awards run meetings for centres and centre staff such as assessors or internal verifiers and instructors.. For VRQs and N/SVQs, Lantra Awards aims to run an event each year for centres, depending on the number and location of centres for each qualification. There may be a nominal charge to cover Lantra Awards costs. Attendance at these events is strongly recommended.

Making a complaint

If you wish to make a complaint you should do so in writing to the Quality Assurance Manager. There is a feedback form at Annex 1 of this document that you may use for this purpose. Where a complaint relates to a centre then it should be directed to the centre in the first instance and all internal mechanisms exhausted there before contacting Lantra Awards. You may request the full Lantra Awards complaints policy from Lantra Awards. All complaints are logged and subsequently monitored by the Lantra Awards Quality Committee.

Lantra Awards Policies

Lantra Awards policies are detailed in the publication Lantra Awards Policies which includes our equal opportunities policy, and detailed information about the reasonable adjustments and special considerations which can be made for candidates with particular requirements; how to query or make an appeal against an assessment decision; how to make a complaint; our procedures for handling circumstances where malpractice is suspected .

