



CUSTOMER SERVICE STATEMENT

CABWI Contact Details

The CABWI office can be contacted between 9.00 a.m. and 5.00 p.m. from Monday to Friday. A voice mail service is also available, to allow customers to leave messages out of hours or if the telephone lines are engaged. CABWI staff will respond to voice mail messages received at the earliest opportunity.

The contact details for CABWI and its staff are as follows:

<i>Address</i>	<i>CABWI Awarding Body Holland House 4 Bury Street London EC3A 5AW</i>
<i>CABWI Office Number</i>	<i>020 7469 2641</i>
<i>Fax</i>	<i>020 7117 1008</i>
<i>E-mail address</i>	<i>enquiries@cabwi.co.uk</i>
<i>Website</i>	<i>http://www.cabwi.co.uk</i>
<i>Chief Operating Officer Victoria Partington</i>	<i>020 7469 2642 (victoria.partington@cabwi.co.uk)</i>
<i>Customer Service Manager Aarti Lodheir</i>	<i>020 7469 2644 (aarti.lodheir@cabwi.co.uk)</i>
<i>Qualifications Development Manager Frances Augustine</i>	<i>020 7469 2643 (frances.augustine@cabwi.co.uk)</i>
<i>Systems & Process Co-ordinator Amy Gates</i>	<i>020 7469 2641 (amy.gates@cabwi.co.uk)</i>

General enquiries and correspondence

CABWI aims to ensure that general enquiries received by telephone, e-mail, fax or post are answered within three working days of receipt, though this may be subject to some variation, depending upon the nature of the request.

Centre recognition requests and assessor/verifier approval

Customers may request centre application information and forms by e-mail (in MS Word or .pdf format) or in hard copy by post. These will be despatched within three working days, and will include information relating to the specific qualification(s) or schemes in which they are interested, the awarding body's fees, information on current accreditation and certification expiry dates, and any other relevant information about CABWI Awarding Body and the centre recognition processes.



Centre application forms¹ include a centre recognition/approval application (requiring information about the resources, facilities and qualifications delivery processes the centre has, or will have, in place), and personnel licence applications for assessors and internal verifiers (which require details of the qualifications and occupational or technical experience that each assessor and IV has to support their role).

The centre recognition form requires a hard copy signature from a member of the senior management team at the assessment centre, and must be supplied to CABWI in hard copy before a centre licence is issued. Any supplementary information or documents used to support the centre application, and all personnel licence application forms (together with their supporting information) may be submitted to CABWI in hard copy, or by e-mail (to approvals@cabwi.co.uk).

CABWI aims to acknowledge all centre and personnel application forms by e-mail within three working days of receipt, and will then liaise with an external verifier to progress the application. The centre's named centre manager or centre co-ordinator will be contacted for details of any further information that is required, or to make arrangements for a centre approval visit, and also with updates on the progress of the application.

Centres seeking approval from CABWI for any scheme for the first time must have a centre approval visit from their external verifier. External verifiers for existing centres that wish to extend their CABWI provision may make approval recommendations without visiting the centre, subject to the centre's track record. In all cases, CABWI reserves the right to carry out a centre approval visit prior to approving new qualifications.

CABWI issues licences annually to all approved centres, assessors and internal verifiers. Licences are renewed on or around 31 March each year, and the renewal is normally undertaken by agreement with the centre, CABWI, and the external verifier. Centres do not usually need to complete new application forms at the point of licence renewal, unless they wish to change their centre arrangements and the qualifications that they deliver.

If a the centre wishes at any time to add further qualifications to its centre, assessor or IV licences, or to add new personnel to its assessment and verification team, additional application forms must be completed.

Centres should contact CABWI's Customer Service Manager with any queries relating to centre and personnel applications and licensing.

Learner Registrations

Learner registrations, in advance of certificate issue, are required for many of CABWI's QCF qualifications². Registration requests must be submitted to CABWI by e-mail, using the current QCF Learner Registration Spreadsheet (CABWI 082). All registrations must be sent in MS Excel or .pdf format to certifications@cabwi.co.uk.

¹ *Please note:* Different forms are used for different types of qualifications, but all forms are available from CABWI by e-mail, on request.

² Learner registrations are not required for the Street Works or Street Works Reassessment Schemes, or for a small number of QCF programmes.



CABWI acknowledges registrations within two working days of receipt, and they are processed within ten working days, subject to the provision of correct learner registration information. Details of CABWI registration numbers are supplied to the centre by e-mail and in hard copy, with the appropriate invoice enclosed.

A copy of the current registration spreadsheet is available by e-mail from the CABWI office, and to QCF centres via the members' section of the *Resources* page on the CABWI website.

Certificate claims

Certification claims may be submitted by designated centre personnel, using CABWI's current certification spreadsheets³. Certificate claims must be submitted by e-mail, as an MS Excel or .pdf attachment, to certifications@cabwi.co.uk.

Certificate claims are acknowledged within two days of receipt and processed within ten working days, subject to the provision of correct certification information and/or the completion of any external verifier certificate approvals that are required. If a centre has self-certification, or direct claims, status for any unit or qualification, certificate claims will be processed without reference to the external verifier. If a centre does not have direct claims status for a qualification or unit, the certificate claim will be subject to external verifier approval, and CABWI will refer such claims to the external verifier if this approval has not been obtained in advance of a claim's submission.

Unit and full qualification certificates are returned to the centre by post, together with the appropriate invoice.

Copies of CABWI's current certificate claims spreadsheets are available by e-mail from the CABWI office, and to approved assessment centres via the members' sections of the *Resources* page on the CABWI website.

Duplicate certificate requests

CABWI requires all requests for duplicate certificates to be made in writing, either by post or by e-mail.

Approved assessment centres may request duplicate certificates by e-mail, fax or post. All requests for duplicate certificates are processed within ten working days of receipt at the CABWI office, subject to the provision of correct information. Duplicate certificates are issued to the centre, together with the appropriate invoice.

Employers may request duplicate certificates for their staff in writing, by e-mail, post or fax, on company letterhead or using CABWI's duplicate certificate request form. CABWI reserves the right to request payment for duplicate certificates in advance of their issue.

Candidates/learners may request copies of their own certificates from CABWI, either by letter, or using CABWI's duplicate certificate request form. The duplicate certificate request must include the individual's original signature. CABWI reserves the right to request payment for duplicate certificates from the individual, in advance of their issue.

³ *Please note:* Certification forms and processes may differ for different types of qualifications. The CABWI office can provide further information about the certification process for any specific scheme.



Please note: For security reasons, all duplicate certificates issued are clearly marked as 'DUPLICATE' on the front of the certificate.

Replacement certificate requests

CABWI makes every effort to ensure that all certificates are issued bearing the details for each individual and the unit/qualification that they have achieved, and that all certificates are quality checked prior to issue. In the event that incorrect information is issued on a CABWI certificate, or that there are any quality issues with the printing, certificates may be returned to CABWI for replacement.

*Please note: Before CABWI can issue **any** replacement certificates, all incorrect originals **must** be returned to the CABWI office. Records of all replacement certificates issued are held on file by CABWI, together with the incorrect originals.*

Approved assessment centres may request replacement certificates by returning the originals to CABWI, confirming the reason for the replacement in writing. If the certificates are incorrect due to an awarding body error, CABWI will replace them free of charge. If incorrect certificates have been issued due to a centre error, the centre will be charged for the replacements, at the fee published in the current fees information for the scheme.

If a candidate/learner or their employer receives CABWI certificates showing incorrect details, CABWI reserves the right to refer them to their assessment centre in the first instance, for the problem to be resolved. Certificates that require replacement due to an awarding body error will be replaced free of charge, on receipt of the incorrect originals.

Requests for reports

Centre personnel at CABWI approved centres may request reports on their centre's activity and candidates by e-mail, fax or post. Reports are supplied to approved centres by e-mail and are provided free of charge, and issued within three working days of receipt of the request.

Employers may request reports from CABWI relating to staff at their own company, by e-mail, post or fax. Requests will be dated on the day of receipt at the CABWI office, and the appropriate report will be issued within ten working days of receipt, by e-mail or in hard copy, subject to company preference. Please note that CABWI will supply reports to employers that relate only to individuals who are listed in CABWI's database as working for that employer when their certificates were issued.

External verification and reports

Following a centre approval or verification visit, or when an external verifier has undertaken remote verification work for the centre, the EV will forward hard copy report(s) to CABWI within five working days. All EV reports are scanned at the CABWI office on receipt, and a hard copy is despatched to the named point of contact at the centre by post, within five working days. The report is also made available to the centre by e-mail, in .pdf format, with a covering message informing the organisation of the outcome of the visit. The centre's external verifier will be copied into this correspondence.

If centre approval is given or, following a verification visit, centre or personnel licences are updated, the licences will be issued to the centre, with an updated list of centre licensed personnel. If, after an approval



visit, approval is not granted, the centre will be advised in writing of this decision, together with details of any actions that must be completed in order for approval to be given.

Invoices for all verification activity are issued to centres after the activity or visit has taken place, and in line with CABWI's current fees structures.

Publication requests

Requests for publications may be made by e-mail, fax or post. Many publications, such as centre handbooks, qualification information and assessment recording documents, are available via the members' sections of the *Resources* page on the CABWI website, and/or they can be supplied to centres as e-mail attachments. CABWI will also supply CDs to centres on request.

CABWI can also supply hard copies of centre handbooks and/or assessment documentation on request, but these will be subject to an administration fee. Hard copy publications will be issued to centres, with the appropriate invoice, within five working days of receipt.

Please note: Some publications, such as question papers and answer keys for specific qualifications, are made available only to centres that have been approved, and may not be available via the CABWI website, or may be available only in a password-protected format.

Policy guidance requests (centres or external verifiers)

From time to time, CABWI receives requests from a centre, assessor, internal or external verifier for specific guidance relating to the assessment, verification, centre approval or centre administration processes, or to the requirements of a particular qualification. CABWI seeks to resolve these queries at the earliest opportunity. Timescales in this instance will vary according to the time taken to investigate particular issues and to consult with third party organisations or individuals before providing appropriate written guidance on specific questions.

If you are involved in delivering awards and you require additional information on specific qualifications or delivery issues, please contact the Qualifications Development Manager or the Chief Operating Officer with your query.

Customer feedback

CABWI will seek feedback from its customers (including centre personnel and candidates/learners) regarding the quality and efficiency of its service and its different qualifications. This may involve the provision of questionnaires and/or surveys to individuals or organisations, and will also involve requests for feedback from both centre personnel and individual candidates/learners, made by external verifiers during visits.

If any organisation or individual should have any comments or queries regarding CABWI's customer service, the awarding body welcomes them.

CABWI monitors its customer service, including any feedback received. The details of this monitoring may be provided to the regulatory bodies (Ofqual and/or SQA) on request.



Bilingual communication – Welsh language assessment

If any centre or individual has a need for assessment to be conducted in Welsh for a CABWI qualification, the centre must contact CABWI at the earliest opportunity to ensure that provision is made to accommodate such requirements. Any person or organisation requiring Welsh medium assessment is asked to submit their request via the Qualifications Development Manager or Chief Operating Officer.

Enquiries, Complaints and Appeals

CABWI has a separate enquiries and appeals procedure, which is available as a .pdf document, via the CABWI website, or by e-mail on request. This procedure should be followed in the event of all enquiries, complaints and appeals.

Fees and charges

Separate awarding body fees sheets are available for each CABWI scheme on request, and are provided on the CABWI website. These provide details of the following costs:

- centre approval and external verification fees
- registration and/or certification fees
- fees for duplicate or replacement certificates.

CABWI reviews its fees and charges annually, and will publish details of forthcoming changes to fees at least two months in advance of their implementation.

Invoicing policy

CABWI will normally issue invoices to approved centres at the point when work is processed. This means that invoices are issued, for example, with EV reports, with registration confirmations and with batches of certificates and duplicate certificates. As a registered charity, CABWI does not charge VAT on invoices.

CABWI invoicing terms are strictly 30 days, and any individual or organisation that has invoices outstanding will be issued with a statement by CABWI's accounts office. Where payment has not been made after 30 days, CABWI will contact the individual or organisation to request payment.

CABWI reserves the right to request payment in advance from any individual or organisation that is not an approved assessment centre, for the issue of duplicate certificates or supply of other services.

If an approved assessment centre has invoices outstanding with CABWI, and does not respond to requests for payment from the awarding body, CABWI reserves the right to suspend registration, certification and/or verification activity for that centre until the outstanding debt is settled, and to request payment in advance for any work that is undertaken in future.

Copies of invoices may be obtained from CABWI on request, and any queries relating to invoices and their payment should be addressed to the Customer Service Manager.

Please note: CABWI seeks to maintain the customer service timescales quoted above in all cases. Where it becomes apparent that there will be a delay in answering a query or in issuing any correspondence or documentation, CABWI will contact the customer to advise them of the reason for the delay.