

1st4sport Customer Service Commitment Statement

Scope

1st4sport Qualifications are committed to the provision of a value-added service through competent and helpful personnel, utilising efficient quality systems and processes. In delivering a responsive and effective service with courtesy, we aim to:

- maintain effective communication mechanisms, to provide quality information
- solicit customers' and feedback from other stakeholders on our products and services on a regular basis, to establish customer satisfaction levels
- adhere to the established procedures and quality standards, to ensure good practice and consistency
- ensure our personnel are competent and motivated to work to a high standard
- ensure that personnel adhere to the 1st4sport Core Values to meet 1st4sport's and customers' expectations
- treat all customers and potential customers equally at all times, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation
- act promptly and professionally in all customer operations, providing relevant information or taking appropriate action within specific timescales, where required.
- operate within a customer orientation and total quality management philosophy.

Customer Service Values

Confidentiality

All information gathered regarding the personal or business affairs of customers and partners will be held in strict confidence, according to the published data protection procedure, written in line with the Data Protection Act (1998), for the sole use of 1st4sport's needs in meeting its objectives. No information will be released to any other third party in a format that will allow identification without the expressed consent of the provider or as required by law.

Courtesy

1st4sport employees are trained in the service standards related to the awarding function and exhibit customer-friendly service skills, as well as competency, professional manners and courtesy in meeting customer needs. In an effort to reduce bureaucracy, we strive to diminish the burden of unnecessary paperwork wherever possible, without compromising our quality standards. Therefore, a number of web-based information systems are utilised to enable prompt submission and effective handling of customer requests.

Consistency

As part of the commitment to uphold a quality assurance service and standardisation across our operations, we use performance measurement systems to constantly review the implementation and effectiveness of our implemented policies and procedures. This ensures we consistency in the service provided to all stakeholders.

Communication

In the effort to develop effective communication with centres and learners, we aim to provide useful and accurate information, qualification-specific and quality-assurance guidance, and any updates to inform of changes and latest developments via the following communication channels:

- enquiries service
- website
- information/web based systems
- quarterly newsletters
- external verifier.

Continuous improvement and culture of excellence

1st4sport strives to be open about the quality of customer service offered. As part of the continuous improvement process, we wish to constantly solicit feedback on the content and quality of all aspects of the services. Using performance indicators and supporting systems we continuously monitor and evaluate our performance levels against targets and established quality standards, to increase customer satisfaction. This enables us to operate in a culture of continuous improvement and excellence.

We endeavour to ensure all customers are satisfied, and measure satisfaction levels on an annual basis to identify areas for improvement. This quality-orientation ensures an aim to provide a level of service that is prompt and efficient to meet customer requirements, via the establishment of target response times and feedback mechanisms.

Customer Feedback

We are committed to the continual improvement of the quality and responsiveness of our services and, as such, maintain customers' perceptions, expectations and suggestions at the forefront when reviewing our services. Customers may provide feedback and/or comment on the services provided electronically via qmt@1st4sportqualifications.com

This mechanism has been established to enable effective maintenance of our records and analysis of feedback.

Services, Products and Prices

Qualification Products and Prices

Our qualifications are the core reason for our existence, and each one is a product. Details of each qualification can be sourced accessing the qualifications tab via www.1st4sportqualifications.com.

The price per learner per qualification is contained within each qualification specification and can be requested from enquiries@1st4sportqualifications.com.

Consultancy Services

We offer consultations to provide advice and support to potential and recognised centres, by prior arrangement. Centres may request a support visit or consultation before applying for centre recognition or at any time after centre recognition and/or qualification approval has been granted. The purpose of a consultation might be to:

- provide advice and guidance on becoming a recognised centre and/or obtaining qualification approval
- provide support and guidance in the development of quality-management systems and related quality-assurance procedures
- impart more specific information to centre personnel on qualifications and assessments
- give the centre's personnel an opportunity to ask questions and resolve queries about the content, delivery and assessment of specific qualifications.

Consultant	Service provided	Centre Visiting 1st4sport	Consultant Visiting Centre
1st4sport Quality Assurance Officer	Consultation on: <ul style="list-style-type: none"> <input type="checkbox"/> Centre recognition and qualification approval <input type="checkbox"/> Maintaining recognition and approval status <input type="checkbox"/> <i>Athena</i>, the 1st4sport web based quality assurance system 	£50	N/A

Consultant	Service provided	Centre Visiting 1st4sport	Consultant Visiting Centre
1st4sport Centre Support Representative	Consultation on: <ul style="list-style-type: none"> • Course authorisation • Learner registration and certification • Access arrangements • Web based qualification administration systems and processes 	£50	N/A
1st4sport External Verifier	Consultation on the external quality assurance process with a focus on the: Centre Recognition conditions: Centre Constitution, Leadership and Management Centre Policy and Procedure Centre Resources Centre Communications, Data and Security Centre Compliance and Performance Management Qualification Approval Conditions: <ul style="list-style-type: none"> • Qualification Resources • Qualification Administration • Initial assessment of learners and their inductions • Training and assessment • Internal quality assurance External verifiers are also training in using <i>Athena</i> , the 1st4sport web based quality assurance system and can assist centres in their understanding of the	N/A	£250
1st4sport Qualification Development Manager	In-depth consultation relating to the delivery and assessment of specific qualifications.	£100	£250
1st4sport Quality Manager	In-depth consultation relating to the requirements associated with quality- management systems.	£100	£250

Awarding services	Target response times – we aim to:	Fee
Enquiries handling	respond to enquiries within 5 working days of receipt	Free of charge
Centre recognition and qualification approval	confirm recognition and qualification approval within 10 days of the recognition and approval verification visit	Free of charge
Qualification approval	confirm qualification approvals within 2 working days of receipt of fully completed application	Free of charge
External verification activity	ensure courses/cohorts are externally verified at a ratio of 1:6/1:75 (where less than 6 courses/75 learners annually a minimum of one course/programme is verified)	Free of charge
External verification outcomes	provide verification outcomes to centres within 5 working days of the external verification activity occurring	Free of charge
Access arrangements handling (reasonable adjustment, special consideration)	provide an outcome to access arrangement requests (reasonable adjustment, special consideration) within 10 working days of	Free of charge
Handling of a complaint against recognised centre services	acknowledge, provide updates or final outcomes to incident and risk reports within/every 25 working days	Free of charge
Handling of a complaint against 1st4sport services		Free of charge
Handling of an appeal from a learner against the recognised centre decision		£20 (refundable if the appeal is upheld)
Handling of an appeal from a learner against 1st4sport decision		£20 (refundable if the appeal is upheld)
Handling of an appeal from a recognised centre/organisation against 1st4sport decision		£100 (refundable if the appeal is upheld)
Investigation of allegations of non-compliance and child/vulnerable adult safeguarding issue		Free of charge