

ITEC Customer Service Statement



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CUSTOMER SERVICE STATEMENT

ITEC is an International Awarding Organisation offering a variety of qualifications worldwide. ITEC provides quality assured qualifications that are regulated by the Office of the Qualifications and Examinations Regulator (Ofqual) in England, on behalf of the Council for the Curriculum, Examinations and Assessment in Northern Ireland. ITEC qualifications are on the Regulated Qualifications Framework (RQF) or the National Qualifications Framework (NQF), and many attract funding from the Education Funding Agency (EFA) and the Skills Funding Agency (SFA) for over 19s. All ITEC qualifications are supported by industry, ensuring that good and current practice in the workplace is reflected in each syllabus, giving reassurance that the required level of knowledge and skill for a Practitioner is achieved. ITEC qualifications are easily transportable both nationally and internationally.

SERVICE QUALITY

ITEC is committed to delivering a First Class service through the provision of open and fair opportunities for learning, maintaining competence and raising professional standards within its sectors.

ITEC aims to use good practice and the implementation of policies and procedures to ensure that all customers receive a fair and consistent level of service.

It is ITEC's policy that all enquiries will be dealt with in a clear and friendly manner - with no undue delay and within 48 hours. If we are unable to respond fully within 48 hours we will provide you with an estimated response date. Enquiries will be received initially by staff on the number below and then, if necessary, transferred to the relevant member of staff:

Telephone 020 8994 4141

Fax: 020 8994 7880

Email: customerservices@itecworld.co.uk

Post: ITEC
2nd Floor Chiswick Gate
598-608 Chiswick High Rd
Chiswick
London W4 5RT

Office Hours: 9.00 am to 5.00 pm Monday to Friday with voicemail available outside normal office hours

Please note, in responding to external enquiries we are not obliged (as recommended by the Regulator) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

FEEDBACK

ITEC encourages feedback on all aspects of their operations, and all feedback is taken seriously. ITEC will respond where appropriate to comments, whether from customers, suppliers, staff or other associates. Feedback may be given via the 'Contact Us' link on the ITEC website.



NEW CENTRE REGISTRATION

ITEC is committed to carrying out the following actions when a College/Centre applies for registration with ITEC.

Upon receipt of a complete Centre registration form with all supporting documents, ITEC will:

- Acknowledge receipt of the application within two working days
- Check that all documents comply with ITEC regulations and specifications. Should any documents be omitted from the submission, the process of registration may be delayed
- Respond to the College/Centre within 20 working days of receipt of the complete submission
- Arrange for an ITEC representative to inspect the College/Centre premises within 20 working days (UK and Ireland only) from receipt of the request, and/or once all documents have been accepted. Overseas inspections will be aligned with Examiner/EV visits
- Respond with the results of the inspection within 10 working days after the inspection and receipt and review of the inspection report
- Grant probationary approval to the applicant College/Centre, if the inspection is successful
- Require to see evidence of any changes recommended by the ITEC representative before granting registration, if the inspection is unsuccessful

NB: ITEC is under no obligation to process every application it receives.

ITEC FEES

ITEC circulates its fee list to all Centres every year three months in advance of the effective period. We also provide an updated fees list to each Centre every time it is updated to include a new qualification and/or if fees have altered to help our Centres with their planning arrangements. For further information regarding fees please see the ITEC Schedule of Fees or contact Customer Services at customerservices@itecworld.co.uk

QUALIFICATIONS

ITEC is committed to supporting Training Centres in the provision of high quality effective learning. To achieve this, ITEC supplies the following, free of charge for all qualifications where applicable:

- Specifications and syllabus documents
- Tutor and Learner guidance notes
- Sample assignments
- Sample multiple-choice questions
- Sample schemes of work
- Assignment guidance and assessment forms
- Free access to the ITEC e-portfolio
- Case study/treatment evidence mark sheets
- Practical pre-assessment forms
- Practical assessment marking criteria
- Test specifications for theory papers
- Sample oral questions



ADMINISTRATION AND OPERATION OF ITEC EXAMINATIONS

The following standards have been implemented as part of ITEC's commitment to delivering a First Class service.

ITEC VRQ Examinations

All VRQ examinations are conducted 'on demand'. The booking process is as follows:

- A Booking request for the required exam must be submitted online to ITEC at least 12 weeks before the requested exam date. The form can be submitted up to one year in advance, if required
- The completed Learner Enrolments must be received by ITEC at least 8 weeks before the exam date and can be submitted online
- ITEC reserves the right to charge an additional fee for late submission of enrolments (see ITEC Schedule of Fees for details)

Once ITEC is in receipt of the documents listed above, ITEC will:

- Confirm practical and/or theory examination dates within 20 working days of receipt of the booking request
- Invoice the Centre 30 working days prior to the examination. Invoices should be paid in full at least 20 working days prior to the examination due date (as will be detailed on the invoice.) ITEC reserves the right to cancel the practical examination and withhold the theory papers if payment is not received within this period (detailed on the invoice.)
- Schedule a Practical Examiner and send the 5P Practical Examination Form to the centre examinations office

The ITEC Practical Examiner will:

- Contact the Centre to assist with the scheduling of the practical examinations upon receipt of the booking confirmation and answer any other queries
- Contact the Centre again, a minimum of 10 working days prior to the commencement of the practical examination, for reconfirmation
- Assess the Learner's practical skills and verify a sample of case study/assignment/treatment evidence work
- Provide feedback on the outcome of the examinations to the Centre Lecturers at the end of the examination schedule and produce the appropriate reports to be sent to the Centre with the results
- Encourage the Centre to feedback on all aspects of their experience with ITEC

For Theory Examinations, ITEC will:

- Set the examination papers for theory examinations
- Dispatch theory papers or online tests and 5T invigilation forms to the Centre Examinations Officer to arrive not less than 5 working days before the exam date(s)
- Organise the marking of the completed Answer Sheets
- Release results within 20 working days from receipt of the completed papers at the ITEC Office. This is on the basis that all examination fees have been paid, all absences have been appropriately noted and any Reasonable Adjustments have the relevant supporting paperwork



All NVQ qualifications must be administered as follows:

A Registration Form for the relevant qualification must be completed and submitted to ITEC as soon as the Learners are on programme with the Centre.

Once ITEC is in receipt of the Registration Form, ITEC will:

- Make available the relevant online theory test for use by the Centre
- Invoice the Centre for the Learner fees
- Allocate an External Verifier to the Centre
- Certificate based on claims made by the Centre

The ITEC External Verifier will:

- Contact the Centre to schedule the visit and answer any other queries
- Contact the Centre again, a minimum of 10 working days prior to the visit date, for reconfirmation
- Attend as scheduled, and External Verify in accordance with ITEC's arrangements and quality assure the Centre generally as well as verifying Learner's internally assessed work
- Provide feedback on the outcome of the verification visit to the Centre contact and Lecturers at the end of the visit and produce the appropriate EV report to be sent to the Centre
- Discuss the feedback with the Centre, obtain feedback from the Centre on the visit and agree an action plan, if required
- Encourage the Centre to feedback on all aspects of their experience with ITEC

For NVQ online theory examinations, ITEC will:

- Set the examination questions for theory examinations
- Inform the Centre of the online logins required to access the theory questions not more than 5 working days after receipt of the Registration Form

RECOGNITION OF PRIOR LEARNING

RPL is the responsibility of the College/Centre

The process for considering RPL requests will be primarily operated by the Centre. The Centre is responsible for maintaining appropriate records of all such requests and making these available to ITEC upon request. It is the Centre's responsibility to use the ITEC syllabus as a reference to show how the Learner's qualifications meet ITEC's learning outcomes. You will need to produce a thorough mapping of your Learners' previous qualifications to the relevant ITEC unit(s) in order to establish whether it is appropriate for an exemption from any ITEC unit(s) or learning outcomes.

The general rule is that RPL will most likely be accepted for any equivalent units accredited at the same level on a qualifications framework containing similar learning outcomes. Certifications will not be accepted where they have been issued by the Centre, associations or manufacturers where there is no government accreditation or external quality assurance involved. However, as the training provider you may be able to exempt some Learners from re-studying some of the learning outcomes once you have established the level and depth of any previous learning that has taken place.



Please remember that where RPL is granted, a pass mark of 60% is entered onto the ITEC system (as ITEC did not undertake the previous assessment) and this will affect the overall aggregate mark. Please point this out to your Learners in order to eradicate any later disappointment.

For further information regarding RPL, please see the ITEC procedure for dealing with requests for recognition of prior learning, exemptions and/or equivalences on the ITEC website.

REASONABLE ADJUSTMENTS

ITEC welcomes Learners with particular requirements providing that they are able to fulfil all ITEC Learning outcomes. Where particular requirements exist, ITEC will:

- On receipt of appropriate evidence of the particular requirement, grant additional support where applicable. For further information see the ITEC Reasonable Adjustments and Special Consideration Policy
- Monitor and review all requests for Reasonable Adjustments and Special Considerations on an ongoing bases

RESULTS AND CERTIFICATION

Once all examinations for a booking consisting of VRQ examinations have taken place, ITEC will:

- Collate the aggregate marks for the theory and practical examinations and case study/assignment/ treatment evidence
- Release results for each booking within 20 working days from receipt of the completed answer sheets at the ITEC Office or the last date of the practical examinations. Results are sent directly to the Centre
- Send individual results forms, to be handed to each Learner together with a spreadsheet to be retained by the Centre
- Send Learner certificates and badges with results
- Issue replacement certificates within 30 working days of receipt of all of the relevant information
- ITEC will issue the results for any referrals submitted to the ITEC Head Office within 30 working days from receipt

Once all units have been achieved for an NVQ:

- The Centre may claim certificates online immediately
- ITEC will issue the certificates within 20 working days of receipt of the Certification Claim

DATA RETENTION

To support our quality assurance and standardisation arrangements and to help us identify trends and maintain a consistent and high-quality level of service, ITEC keeps copies of all completed Examiner and EV reports along with details of all registered and certificated Learners. These may also be used as evidence in any future appeal (see below for details) or Malpractice/Maladministration investigation (see below.)

To support these arrangements, Centres are also required to keep copies for Learner information and work for at least 6 months after the Learner has left their Centre.



APPEALS

- ITEC's procedures have been aligned with relevant Regulatory Requirements
- ITEC will acknowledge appeals within 2 working days of receipt and respond within 20 working days of receipt of the full appeal and all supporting evidence
- For further information please see the ITEC Appeals Policy

COMPLAINTS

- ITEC's procedures have been aligned with relevant Regulatory Requirements
- ITEC will acknowledge complaints within 2 working days of receipt and respond within 20 working days of receipt of the full complaint and all supporting evidence
- For further information please see the ITEC Complaints Policy

MALPRACTICE/MALADMINISTRATION

ITEC takes all instances of suspected and/or proven Malpractice/Maladministration very seriously and has rigorous Malpractice/Maladministration arrangements in place for Centre Staff, Learners and ITEC staff.

For further information and the appropriate procedure please see the ITEC Malpractice and Maladministration Policy at www.itecworld.co.uk

FURTHER INFORMATION

Please contact customerservices@itecworld.co.uk

All information regarding ITEC qualifications and relating to the conduct and administration of ITEC examinations are located in the ITEC website www.itecworld.co.uk

