

CUSTOMER SERVICE STATEMENT

Abstract

This customer service statement outlines our commitment to delivering exceptional service experiences to all customers. The statement emphasises our dedication to continuous improvement and customer satisfaction

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1. Active IQ customer charter

Active IQ is a truly unique awarding organisation that is consistently looking to improve the experiences of all our customers.

Our mission is to provide first-class qualifications, assessments, resources and services that change lives.

Our values:

- passionate
- selfless
- courageous
- inclusive
- embrace change
- accountable

We set ourselves extremely high levels of service expectation as we strive to maintain our reputation as the leading awarding organisation for fitness and physical activity in the active leisure, learning and wellbeing sector. Below is a summary of our company commitments to our customers, which are kept under regular review by Active IQ in light of experience and feedback.

2. Centre support

We will endeavour at all times to provide our centres with:

- a streamlined and supportive centre approval application process
- a user-friendly and informative website and range of supporting materials
- high quality resources for all qualifications that will enhance your delivery, image and the service you offer to your own customers
- a dynamic technical team committed to providing qualifications that are: fit for purpose; are backed by the appropriate professional bodies, employers and key stakeholders; and that will attract public funding where appropriate
- an assurance that our business is conducted in a professional manner at all times, and offers you the best value for money
- technical support available on a daily basis

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- a knowledgeable and supportive quality assurance team
- centre training days and eClinics for all qualifications
- certificates issued for successful claims within three working days
- bespoke training days to meet the needs of individual centres (please see the Active IQ fees list for applicable charges)

Active IQ will provide information in relation to:

- our fee structure
- our policy for issuing invoices, payment of invoices, and the retention of invoices
- our complaints policy
- our appeals policy
- sanctions policy
- our reasonable adjustments and special considerations policy

3. General support

We will endeavour at all times to:

- provide an initial response or deal with all telephone and email enquiries within two working days, and ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity
- listen to, and respond positively and professionally to, all feedback and suggestions
- provide publications and assessment materials in the Welsh or Irish languages, or in an alternative format, where there is sufficient demand for such materials. Depending on the level of demand, we reserve the right to pass on some or all costs for developing the additional materials to the centres concerned

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

4. Complaints

Due to the high standards, we expect of our staff and the service they provide to our centres, we do not believe we should have dissatisfied customers. However, should an issue arise regarding any aspect of Active IQ or the services we provide, please review our complaints policy available on the Active IQ website or contact csteam@activeiq.co.uk

Should a situation arise where you wish to complain about any aspect of Active IQ directly to Ofqual, Qualifications Wales or Council for the Curriculum, Examinations & Assessment

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(CCEA), details can be found below. They will, however, request that you exhaust the internal Active IQ procedure in the first instance.

6. Implementation and dissemination

This statement will be implemented immediately upon approval and available on Active IQ website.

7. Monitoring arrangements

This statement will be reviewed in six months by relevant Active IQ and NCFE colleagues to ensure document is aligned and fit for purpose following full integration of Active IQ.

8. Data retention

This statement does not involve the gathering of any personal data; therefore, no data retention timelines or requirements are needed.

9. Contact details

You can contact Ofqual by:

Email: public.enquiries@ofqual.gov.uk

Telephone: 0300 303 3344

Fax: 0845 0300 303 3348

Or in writing to:

Office of Qualifications and Examinations Regulation
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

You can contact Qualifications Wales by:

Email: report@qualifications.wales

Telephone: 0333 077 2701

Or in writing to:

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Q2 Building
Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR

You can contact CCEA by:

Email: info@ccea.org.uk
Telephone: 02890 261 200

Or in writing to:

29 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG

Who to contact at Active IQ

All enquiries will be dealt with in a clear and friendly manner with no undue delay. Our key contacts across a range of areas are shown below:

Service required	Contact details
Approvals <i>This service is for any new centre approval and additional qualification or staff approvals</i>	E: approvalsteam@activeiq.co.uk T: +44 (0)1480 467 950 T: +44 (0)845 688 1276
Registrations	E: registrations@activeiq.co.uk T: +44 (0)1480 467 950 T: +44 (0)845 688 1276
Certifications	E: certifications@activeiq.co.uk T: +44 (0)1480 467 950 T: +44 (0)845 688 1276

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Examinations	E: examinations@activeiq.co.uk T: +44 (0)1480 467 950 T: +44 (0)845 688 1276
Accounts	E: accounts@activeiq.co.uk T: +44 (0)1480 467 950 T: +44 (0)845 688 1276
Orders	E: orders@activeiq.co.uk T: +44 (0)1480 467 950 EXT 258 T: +44 (0)845 688 1276
Customer Service	E: csteam@activeiq.co.uk T: +44 (0)1480 467 950 T: + 44 (0)845 688 1276
Business Development	E: aiq.businessdevelopment@ascendlearning.com T: +44 (0)1480 467 950 T: + 44 (0)845 688 1276
External Verification	E: ev@activeiq.co.uk T: +44 (0)1480 467 950 T: + 44 (0)845 688 1276

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