



ITC First Aid Ltd

P1 Customer Charter

January 2010

ITC First Aid Ltd

Registered in England
Company Number 5750596

Postal Address

ITC First Aid Ltd
The Fish Quay
Victoria Dock
Hartlepool
TS24 0JH

Telephone 0845 370 7610 (local rate from anywhere in UK)
Fax 0845 370 7620

Ask for
ITC Awards Manager for all queries regarding ITC operations.

E-mail mail@itcfirstaid.org.uk
Website www.itcfirstaid.org.uk

Website Access

For all policy statements and downloadable documents

Overview

ITC First Aid Ltd (ITC) provides training programmes that cover the first aid training needs for those who work in specialist environments. ITC aims to provide a quality accreditation programme for educational establishments, training providers and learners.

This charter makes explicit

- Our service commitment to all of our customers.
- Our level of expectation of the service level required from ITC staff.
- The basis on which customers can provide feedback

The relevant points of contact and all contact details are provided at the front of this and all other ITC Policy Documents.

Information immediately available upon telephone or e-mail enquiry

Our friendly, approachable, knowledgeable and efficient staff will take the time needed to fully understand your requirements and should be able to supply you with the following information immediately upon enquiry.

- All fee structures, costs and resources associated with the qualification. (Document P3 behind policy/procedures tab on homepage of ITC website – www.itcfirstaid.org.uk)
- The next due date for amending published fees.
- The full range of ITC units and qualifications.
- Qualification training course outline and purpose.
- How to become an ITC Provider.
- How to become an ITC Centre or Corporate Provider.
- The nearest or most appropriate ITC Centre or Provider
- The nearest ITC registered course available for you to join.
- Administrative procedures for Providers and Centres.
- Check upon assessment decisions affecting learners results.
- The range of support services available to Provider and Centres.
- Qualification specification, resources & materials required.
- Guidance and Training opportunities for Providers and Centres.
- The policies and procedures of ITC.
- Composition of ITC Committees.
- Health & safety guidelines.
- Customer complaints procedure.
- Assessment and other appeals procedure.

Customer Service Statements

ITC will

- Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).
- Respond to all recorded telephone messages within 2 working days.
- Respond to all verbal, email, fax, website enquiries within 5 working days.
- Respond to request for student packs within 3 working days of receipt of request by Centre or Trainer.
- Process candidate information and issue the relevant certificates within 10 working days of receipt of all course assessment details.
- Respond to all applications for Provider or Centre approval within 5 working days.
- Arrange (on a mutually agreed date) an initial visit for Centre approval within 10 working days.
- Provide comprehensive initial training for those delivering our award.
- Provide regular (6 or more events annually) Trainer training opportunities and personal development plan for each Trainer.
- Acknowledge receipt of any appeal within 2 working days.
- Investigate appeal and provide a reply within 15 working days (3 weeks).
- Acknowledge receipt of any complaint within 2 working days.
- Investigate all complaints and provide a reply within 15 working days (3 weeks).
- Where the learner has or will obtain a ULN qualification awards are accurately recorded, amended and/or withdrawn within 10 working days of notifications
- Maintain and regularly update the ITC website which should be the first port of call for all routine administration and initial information.
- Communicate to all Centres, Centre Trainers and Providers through a regular Newsletter and occasional technical documents.
- Review this policy annually and provide feedback to any interested or concerned parties.
- Notify all Centres and Providers to any changes on this policy by posting on the ITC website.

Quality of Service Indicators

We are committed to providing customers with a quality service that is:

- Consultative and responsive
- Open and informative
- Prompt and efficient
- Streamlined and manageable
- Cost-effective
- Collaborative and consistent with other awarding bodies offering similar qualifications

Recognising that undue delay in replying to correspondence is frustrating

- All incoming correspondence, email and faxes are date stamped upon arrival in the ITC Office.
- All telephone calls are date logged in a telephone message book.

If Customer Service Statement time deadlines are not achieved, this will be recorded and each incident investigated by the Awards Manager and any recommendations noted. At the annual performance assessment new Service Statements will result from the previous years recommendations.

Centres and Provider will complete an Annual Assessment of Awarding Body Form (F2), allowing Centres and Providers to communicate with ITC any issues regarding the level of service received. This Form can be downloaded from the website at any time.

Summary details of ITC complaints and appeals procedures

If you wish to make a complaint or appeal the initial best step is to contact the ITC Office directly and ask to speak to the Awards Manager of Chief Verifier. They may be able to deal informally with any issues.

If you wish to make a formal complaint the first step is to ask for, or download ITC policy document 'P5 Appeals Policy & Procedure' and then make a formal complaint in writing posted to ITC Office. Key stage summary:

- Unhappy with original decision
- Informal dialogue to review the context and criteria of the decision
- Administration, procedure and systems check
- Appeals Committee meets
- Appeals Committee Decision
- Appellant informed of subsequent actions
- Appeals Review Committee meets upon payment of fee (refundable if appeal review is upheld)
- Appeals Review Committee Decision
- Appellant informed of subsequent actions
- Report produced for ITC First Aid Ltd action and Annual Report

Summary Details of ITC quality assurance mechanism for Provider /Centre approval and external verification

If you wish to become be able to deliver ITC accredited training qualifications then you have to become an ITC Provider or Centre. It is best to contact the ITC Office for early advisory dialogue so that inappropriate decisions are not made. Document S1 – ITC Approval System, can be downloaded from behind the 'policy/procedures' on the homepage of the ITC website.

Short first aid qualifications have an element of tutor observation and recording of candidate practical competencies. Therefore after attending an initial ITC Induction event, individual Providers have to demonstrate that they can 100% train, assess and use the appropriate administration documents for the course they wish to deliver. These individual Providers can then operate a small business, advertising, delivering and assessing ITC courses.

Regional groups of ITC Providers come together for standardisation and other internal verification activities during the year and each cluster is regularly externally verified according to risk.

ITC Centres are establishments that have the resources to maintain their own internal verification policy, they are initially developed with the support and advice of an established ITC Provider until both the Centre and supporting Provider are confident that they can train and assess the qualifications they wish to deliver. The Centre is externally verified when the initial course is delivered and thereafter according to risk.