

BTDA CUSTOMER SERVICE STATEMENT AND STANDARDS

WE ARE COMMITTED TO

1. providing examinations, assessments and qualifications that recognise the achievements of students and retain public credibility;
2. developing effective working partnerships between the Graded Qualifications Alliance Members, centres, examiners/assessors, and the wider community;
3. recognising and respecting the needs and rights of all individuals;
4. the continuous improvement of our programmes and services;
5. providing clearly stated minimum standards for our services and evaluating our effectiveness in maintaining these.

YOU CAN EXPECT US TO

1. treat you with courtesy, respect and consideration
2. identify ourselves by name when we communicate with you
3. listen and respond appropriately
4. conduct our dealings with you with efficiency, with integrity, fairness and professionalism
5. provide you with relevant, accurate and up to date information when you need it
6. make you aware of the standard of service we aim to provide
7. actively seek your comments on a regular basis, and by a variety of means, to help us continue to develop our programmes and services

IF A PROBLEM ARISES, WE WILL

1. wherever possible deal with the matter straightaway
2. advise you of what action can be taken when it cannot be dealt with immediately
3. advise you of any further steps you can take if you remain dissatisfied.

STANDARDS

We seek to continuously improve the way we work and the quality of service we provide. The following standards cover the services that we offer to centres, candidates and parents in the provision of qualifications. These services involve providing relevant information, answering enquiries and managing the examination and assessment process.

- Standard 1. Answer your letters clearly and within 15 working days of receipt.
- Standard 2. See you within 10 minutes of any pre-arranged time for appointments at our offices.
- Standard 3. Provide regular information about our qualifications and services and provide a minimum of 12 months notice of the withdrawal of a syllabus or significant changes to assessment and examination requirements.
- Standard 4. Consult users regularly about services and report on findings.
- Standard 5. Have a complaints procedure and send you information about it on request.
- Standard 6. Take all reasonable steps to make services accessible to everyone (including people with special needs).
- Standard 7. Provide professional, courteous and efficient treatment.
- Standard 8. Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.