Customer Charter

1. **Overview**

Jill Webb Training (JWT) aims to provide a quality training experience for all our customers by providing customers with a quality service that is:

- Consultative and responsive
- Open and informative
- Prompt and efficient
- Streamlined and manageable
- Cost effective

This commitment makes explicit:

- Our service commitment to all of our customers
- The level of service required from anyone working with JWT
- The commitment we ask of from our customers

Our Service Commitment to all our Customers

2. **Information Immediately Available Upon Telephone or E-mail Enquiry**

JWT aims to have a friendly, approachable, knowledgeable and efficient approach to enquiries. We will take the time required to fully understand your requirements and will work with you to supply you with the following information:

- Administration and booking procedures
- Training course outline and purpose
- The fee structures, costs and resources associated with the training as outlined in our 'Ways of Working' document
- Qualification training course outlines and purpose
- Any assessment methods used for accredited training
- Qualification specifications, resources and materials required
- Health and safety guidelines
- Customer complaints procedure
- Appeals procedure
- Other relevant policies and procedures of JWT

3. **Customer Service Statements**

We will aim to:

- Respond to all telephone enquiries as soon as possible during office hours (usually Monday – Friday 830am – 5pm) and respond to telephone messages within two days
- Respond to all verbal and email, website enquiries within three working days
- Process all candidate information as soon as is reasonably practicable
- Forward the relevant certificates to candidates as soon as possible provided all invoices are paid in full
- Acknowledge receipt of any appeal within three working days and investigate in line with the Appeals Policy
- Acknowledge receipt of any complaint within three working days and investigate all complaints in line with the Complaints Policy
- In the case of annual leave, an answer phone message and 'out of office' assistant will signpost enquiries appropriately

Additional customer service commitments in relation to ITC training courses can be found in Appendix A.

4. **Quality of Service Indicators**

JWT 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

5. **Summary JWT Complaints and Appeals Procedures**

If you wish to make a complaint or appeal an assessment decision the initial best step is to contact the JWT office directly and ask to speak to Jill Webb who may be able to deal informally with any issues.

If you wish to make a formal complaint or appeal the first stage is to ask for or download JWT Complaints/Appeals Policy and then forward the formal document in writing posted to the JWT office as outlined in the relevant policy.

This Policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.

This Policy was reviewed and updated in August 2024.

Appendix A
Additional Customer Service Commitments in Relation to ITC Training Courses

Processing of Paperwork

- candidate information and assessment evidence will be processed and forward to ITC First as soon as is reasonably practicable (aim is 48 hours) after course completion
- Trainers sometime are on the road and travel to more than one consecutive training venues that will unavoidably delay processing
- These multiple sequences of course will all be processes within 48 hours of completion of last course in the sequence

Issuing of Certificates

- The relevant certificates will be issued to learners within 48 hrs of receipt from ITC First provided all invoices are paid in full

Other Specific Customer Support Standards Relating to ITC Courses

- JWT commits to supporting JWT Associates delivering training events
- Maintain and regularly update the ITC First website which is the first port of call for all routine administration and initial information regarding all qualifications and candidates
- Any appeals will be dealt with in line with the JWT Appeals Policy
- Provide feedback to any interested or concerned parties

The Level of Service Required From Associates Working with JWT

Associates working on behalf of JWT are asked to commit to working to the policies and procedures of JWT.

The Commitment We Ask From You

To ensure that the whole group has a positive experience every training session will start with agreed ground rules. We ask that all learners adhere to these rules and take a full part in all sessions.