



AWARDING QUALIFICATIONS *for* LICENSED RETAIL

CUSTOMER SERVICE STATEMENT

BIIAB

CUSTOMER SERVICE STATEMENT

BIIAB is the dedicated awarding body for the licensed retail sector and is committed to making its qualifications highly accessible and delivered to excellent standards. It aims to ensure 100 per cent customer satisfaction through the provision of a focused and responsive customer service, which includes the following areas.

Communicating with Centres and Candidates

BIIAB aims to:

- uphold contact with organisations, centres and candidates in a consistent, fair, professional and responsible manner
- answer telephone calls promptly
- ensure that enquiries are directed to the correct department between normal working hours immediately
- acknowledge correspondence within 3 working days of receipt and provide a full response within 10 working days
- acknowledge complaints immediately and deal with them as a matter of urgency
- keep all customers informed of changes relating to industry, its qualifications, quality assurance and examination administration procedures through email, newsletters, roadshows, workshops and its website
- publish an annual price list of its fees and notify customers of any forthcoming changes by email
- provide as much advice and support as required
- send out customer survey questionnaires to all approved centres, evaluate responses, take appropriate action and provide feedback to customers via email
- provide candidates with an opportunity to feedback to BIIAB any comments in relation to BIIAB qualifications, approved centres and/or any specific problems encountered in accessing BIIAB qualifications
- encourage feedback from candidates on the level of service provided by BIIAB. All comments can be conveyed by letter, e-mail or telephone, see contact details at the end of the statement

Developing and Maintaining Qualifications

BIIAB aims to:

- develop a diverse range of qualifications and support materials which meet the needs of industry, in consultation with relevant stakeholders, regulatory bodies and training providers
- introduce new qualifications to approved centres
- review and update qualifications on a timely basis to ensure they remain appropriate and current

Centre Approval and Monitoring Process

BIIAB aims to:

- carry out advisory visits at the earliest opportunity, if requested
- provide applicants with its Centre Approval Pack, which outlines the standards and quality assurance requirements applicants have to meet to gain and retain approved centre status
- acknowledge receipt of applications within 3 working days
- process approval applications within 10 working days and notify applicants of outcome
- arrange an approval visit normally within 30 working days, if appropriate
- confirm outcome of an approval visit within 10 working days of the visit
- provide approved centres with guidance notes on the management of assessment for candidates with particular assessment requirements
- monitor approved centres to ensure that they continue to comply with BIIAB criteria for centre approval
- advise centres of the monitoring process and agree a date for a monitoring visit
- present a monitoring report to the centre contact at the end of the visit

Application Process to gain Nominated Tutor Status

BIIAB aims to:

- process application and confirm outcome within 15 working days of receipt of application

Servicing of Approved Centres

BIIAB aims to:

- set up, maintain and review administrative systems for all examinations, which safeguard the integrity of the examinations and are as user friendly as possible
- all centre manuals are regularly updated, these are available to download in CentreZone
- advise all centres of regulatory changes, which may affect a qualification's content and/or examination
- process orders for and despatch examination material within 5 working days of the examination date
- process orders and upload examination papers within 5 working days of the examination date (download examination papers)
- process all documentation relating to examinations, which are centrally marked by BIIAB on the day of receipt and notify centres by fax/email of results (the process for externally marked examinations takes 20 working days)
- issue certificates for successful candidates to centres within 10 working days of the results having been notified to centres
- Issue replacement certificate least 10 working days after receipt of payment of order
- issue certificates for successful candidates to centres for e-assessment within 5 working days of the results being notified to BIIAB
- process orders for and despatch examination material in the Welsh and Gaelige language within 5 working days of the examination date

Complaints and Appeals Procedures

BIIAB aims to:

- provide a complaints and appeals procedure for organisations, centres and candidates. The process is outlined in Section 6 of the Quality Assurance Manual and at www.biiab.org
- maintain a log of complaints and BIIAB's action/responses in accordance with the BII Excellence Programme

Feedback to centres

BIIAB will report annually to centres on its performance against the targets contained in this Customer Service Statement.

BIIAB monitors all its services and products. Records of all monitoring are maintained and where appropriate changes in policies and procedures are made to ensure customer requirements are met.

Help Us to Help You By:

- complying with all instructions for the administration of examinations
- meeting our time limits
- circulating our documentation and information to staff and candidates promptly
- facilitating visits from monitors and other BIIAB representatives
- telling us about any specific problems – by letter, e-mail or telephone

Useful Contacts for Centres and Candidates

Enquiries relating to:

- Examination Question Queries, Qualification Specifications and Support Material should be made to:

Senior Qualifications Manager:	Tel No:	01276 417855/ 01276 684449
	Fax No:	01276 23045
	E-mail:	assessments@bii.org

- Monitoring visits, quality assurance matters, enquiries on results and complaints should be made to:

Quality Assurance Manager:	Tel No:	01276 417870/ 01276 684449
	Fax No:	01276 23045
	E-mail:	qa@bii.org

- Examinations e.g. examination materials, administration of the examination, issue of certificates, fee table, etc, should be made to:

Head of Examinations Processes:	Tel No:	01276 417829/ 01276 684449
	Fax No:	01276 682224
	E-mail:	awsys@bii.org

Centres Only

Enquiries relating to:

- Invoices should be made to:

Financial Accountant

Tel No:

01276 684449

Fax No:

01276 23045

E-mail:

finance@bii.org