

IFE Awarding Organisation

Customer Service Policy

Introduction

The Institution of Fire Engineers (IFE) Awarding Organisation (AO) is a small, specialist awarding organisation which prides itself on its knowledge of the fire sector and on the quality and integrity of the qualifications delivered.

As part of our commitment to exceptional service, we are committed to:

- providing examinations, assessments and valid qualifications that accurately recognise the achievements of learners and retain public credibility
- recognising and respecting the needs and rights of all individuals
- the continuous improvement of all IFE products and services
- making the administration of our qualifications as straightforward and efficient as possible
- providing minimum standards for all services and evaluating our effectiveness in maintaining these
- working effectively with stakeholders

This policy sets out our approach to working with our customers and provides a summary of the standards that customers can expect from us.

Communications

In all of our communications we will:

- behave with courtesy, respect and consideration
- answer calls promptly and politely
- identify ourselves by name
- conduct our dealings with efficiency, integrity, fairness and professionalism
- provide relevant, accurate and up to date information
- publish phone numbers, email addresses and as much information as possible on our website www.ife.org.uk.
- provide documents in plain English, avoiding jargon and acronyms wherever possible
- provide sample questions, past exams papers and examiner reports free of charge, via our website
- publish details of our fees and charges at www.ife.org.uk.
- actively seek feedback on a regular basis, and by a variety of means, to help us continue to develop our products and services
- provide help and advice to customers, approved centres and third parties in an appropriate form and which meets the purpose of their enquiry

We will provide timely:

- responses to enquiries and applications
- dispatch of publications
- dispatch of question papers, statements of entry, results and certificates
- responses to result enquiries and appeals
- processing of supplier invoices
- processing of examiner claim forms

Seeking and Acting on Feedback

In striving for excellence we continually monitor the quality of our products and services, engaging in a dialogue with, and seeking feedback from, our centres, candidates and other users of our qualifications.

Confidentiality

We are committed to protecting the privacy and the security of all personal information and comply with the Data Protection Act (DPA) 1998.

All mail will be sent to the address provided by the candidate or their representative depending on the point of contact. Examination results and information will be divulged only to the person with whom the IFE has entered into an arrangement either at the point of examination entry or following the express instruction of an individual candidate.

Information about our customers is an important part of our business and we do not sell, distribute or share personal information with unrelated third parties. The IFE will not disclose information if to do so would breach duty of confidentiality or any other legal duty.

Contacting Us

We can be contacted via telephone on 01789 261463, in writing or by email to exams@ife.org.uk. The office is open from Monday to Friday between 8.30am to 4.30pm.

Where we have to seek assistance from elsewhere in order to respond to a query, we will advise that this is the case and provide an estimate as to when a reply will be provided.

Summary of Customer Service Standards

A summary of the standards that customers can expect when they contact the IFE Awarding Organisation team follows:

Telephone Calls

All calls will be answered promptly and in a professional and courteous manner. The person answering the call will always provide their name.

If callers leave a message on the awarding organisation telephone, a team member will return the call within two working days.

Written Communications (electronic and paper-based)

A dedicated email address is available for the awarding organisation – exams@ife.org.uk. This email address is monitored daily.

All correspondence will be answered within five working days. Although the awarding organisation team will endeavour to respond to emails quicker than this (typically within 24-48 hours), during busy times (such as exam entry and result processing periods), responses may take up to five days.

All letters will be sent using second class post.

Provision of Information

The IFE Awarding Organisation uses the Qualifications pages on the IFE website as an ongoing communication channel. Information is updated regularly and all information (eg on dates, fees, processes, reasonable adjustments etc) is published on the website.

Proactive Communication

Where candidates/centres omit to provide relevant information (eg at the point of an examination entry or to take forward a reasonable adjustment), the IFE will be proactive in making contact in order to resolve potential issues and/or avoid unnecessary delays.

Dealing with Problems

If a problem arises, we will:

- wherever possible deal with the matter straightaway
- advise of the action that can be taken when it cannot be dealt with immediately
- advise of alternative options and/or any further steps if the problem cannot be resolved

Complaints

All complaints are handled sensitively, confidentially, logged and monitored. For further details please see our Complaints Policy : www.ife.org.uk/qualifications/complaints.

Policy Review

The AO Customer Service Policy is reviewed annually.

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