



Customer Service Statement

April 2023
Policy authorised by Responsible Officer

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1.0 Introduction

OTHM aims to deliver the highest standard of customer service at all times. This will include dealing with enquiries over the telephone, in writing via email or letter. We also welcome feedback and are pleased to receive comments and suggestions for improvement to our standards of service.

2.0 Customer Service Standards

Communication

We will

- Ensure our contact details are visible on our website
- Return your phone call or reply to an email within **48** hours of receipt.
- Provide information in a clear and straightforward manner using plain English.
- Provide our publications in English or Welsh or Irish upon request.
- Publish our fees clearly on the website with no hidden costs.

Centre Approval

We will

- Acknowledge receipt of Centre approval application within **2** working days.
- Invoice for the Centre Approval Fee within 3 days of receipt of application for centre approval.
- Complete centre approval application review process within **10** working days of receipt of all required documents.
- Provide a detailed feedback report to the Centre within **21** working days from centre approval application date.
- Confirm approval for any additional qualifications or awards within **2** working days of receiving the completed additional qualification form.
- Provide support to the Centre during the approval process.
- Provide initial centre training following centre approval.

Learner registration

We will

- Register learners within **5** working days of receipt of the correct registration forms and receipt of payment of registration invoice.

Quality assurance

We will

- Allocate an External Quality Assurer (EQA) within **2** working days of receipt of a quality assurance request.
- Ensure the EQA will liaise with centre regarding visit or remote activity within **2** days of allocation.
- EQA to complete activity within **5** working days of receiving ALL requested documentation
- Provide completed external quality assurance report within **7** working days following the completed EQA activity or quality visit.
- Provide quality assured assessment material if the qualification specification requires this.
- Provide support to the centre during the EQA process and following with regards to any actions agreed during the quality activity.

Certification

- Issue digital certificates within **10** working days of the approval of certification and EQA report.

3.0 Policy review date

April 2024

4.0 Useful contacts

For more information on our qualifications and services visit: www.othm.org.uk.
Alternatively, call at: +44(0)20 7118 4243 or email at: info@othm.org.uk

End of statement