

## **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 Examinations Board, lecturers and trainers, examiners, and the wider community;
3. recognising and respecting the needs and rights of all individuals;
4. the continuous improvement of our courses 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, 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 courses 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**

The NCTJ seeks to continuously improve the way we work and the quality of service we provide. The following standards cover the services that we offer to lecturers, trainers and candidates in the provision of qualifications. These services involve providing relevant information, answering enquiries and overseeing the management of the examination and assessment process.

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| Standard 1 | Answer your letters clearly and within 5 working days of receipt.  |
| Standard 2 | Answer your telephone calls within 5 rings.  |
| Standard 3 | Answer your email enquiries within 2 working days.   |
| Standard 4 | See you within 10 minutes of any pre-arranged time for appointments at our offices.  |
| Standard 5 | 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 6 | Consult users regularly about services and report on findings.   |

- Standard 7 Have a complaints procedure and send you information about it on request.
- Standard 8 Take all reasonable steps to make services accessible to everyone (including people with particular needs).
- Standard 9 Provide professional, courteous and efficient service.
- Standard 10 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.
- Standard 11 Issue certificates to candidates for qualifications passed within twelve weeks of the course completion date.

### **CONFIDENTIALITY**

The NCTJ is committed to protecting the privacy and the security of all personal information.

Information about our customers is an important part of our business and we do not sell, distribute or share your information with unrelated third parties.

### **NCTJ MISSION STATEMENT**

‘To be recognised inside and outside the media industry as the body for developing qualified multi-media journalists’.

### **FEES**

Full details of NCTJ registration, enrolment and examination fees can found on our website [www.nctj.com](http://www.nctj.com) or are available on request from our head office as detailed below.

### **BILINGUAL POLICY**

The NCTJ will, when reasonably justified, offer its qualifications in the medium of Welsh or Irish (Gaeilge) and communicate bilingually if required.

### **PERFORMANCE MONITORING**

The NCTJ is committed to maintaining and continuously improving the level of service it provides to our centres and our customers. In order to achieve this the NCTJ has arrangements for monitoring and responding to feedback from our customers and centres in response to the services we provide. Further information about these arrangements is available on the NCTJ website [www.nctj.com](http://www.nctj.com) or on request from our head office as detailed below.

### **PLEASE CONTACT**

NCTJ Training Ltd  
The New Granary  
Station Road  
Newport  
Saffron Walden  
Essex  
CB11 3PL

Tel: 01799 544014 Fax: 01799 544015 Email: [info@nctj.com](mailto:info@nctj.com) Web site: [www.nctj.com](http://www.nctj.com)