

## **Customer service statement and standards**

The National Council for the Training of Journalists (NCTJ) is committed to providing the highest standards of customer care to all stakeholders.

### **NCTJ mission statement**

“To be recognised as the industry charity for attracting, qualifying and developing outstanding journalists from all backgrounds who work to the highest professional standards.”

### **Our objectives are to:**

- offer outstanding professional qualifications which guarantee the high standards of journalism needed in the workplace and trust in journalists by the public
- facilitate equality of opportunity in the journalism profession by taking action to encourage a diverse and inclusive culture
- accredit high quality courses delivered by education and training providers and recognise courses of excellence
- foster continuing professional development for journalists and journalism trainers throughout their careers
- provide services and products that are demonstrably helpful and relevant to stakeholders

### **We are committed to:**

- developing effective working partnerships between all stakeholders
- recognising and respecting the needs and rights of all individuals
- the continuous improvement of all products and services
- providing clearly stated minimum standards for all services and evaluating our effectiveness in maintaining these
- providing examinations, assessments and valid qualifications and end-point assessments that recognise the achievements of learners and retaining public credibility

### **You can expect us to:**

- treat you with courtesy, respect and consideration

- identify ourselves by name when we communicate with you
- listen and respond appropriately
- conduct our dealings with you with efficiency, integrity, fairness and professionalism
- provide you with relevant, accurate and up-to-date information when you need it
- make you aware of the standard of service we aim to provide
- actively seek your comments on a regular basis, and by a variety of means, to help us continue to develop our products and services

**If a problem arises, we will:**

- wherever possible deal with the matter immediately
- advise you of what action can be taken when it cannot be dealt with immediately
- advise you of any further steps you can take if you remain dissatisfied

In return, we expect certain standards of behaviour which are detailed in our complaints policy and procedure.

**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 all stakeholders. These services involve providing relevant information, answering enquiries and overseeing the management of the examination and assessment process for all NCTJ qualifications/units and end-point assessments.

Standard 1 Acknowledge your letters within two working days of receipt.

Standard 2 Answer your telephone calls within five rings.

Standard 3 Acknowledge your email enquiries within two working days.

Standard 4 See you punctually at the pre-arranged time for appointments at our offices.

Standard 5 Provide regular information about our products 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 published complaints policy and 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 a 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 centres for qualifications and end-point assessments passed within six weeks of the course completion date.

## **Confidentiality**

The NCTJ is committed to protecting the privacy and the security of all personal information and complies with applicable data protection legislation. 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. The NCTJ will not disclose information if to do so would breach a duty of confidentiality or any other legal duty.

## **Fees**

Full details of NCTJ registration, enrolment, examination and apprenticeship fees can be found on our website [www.nctj.com](http://www.nctj.com) or are available on request from [info@nctj.com](mailto:info@nctj.com).

## **Performance monitoring**

The NCTJ is committed to maintaining and continuously improving the level of service it provides to our centres, training providers and our customers. In order to achieve this, the NCTJ has arrangements for monitoring and responding to feedback from our customers and centres/training providers 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).

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