

Customer Service Statement

1st4sport Qualifications is committed to the provision of a value-added service via competent and helpful personnel, utilising efficient quality systems and processes. In delivering a responsive and effective service with courtesy, 1st4sport aims to:

- maintain effective communication mechanisms, to provide quality information
- solicit customers' feedback on 1st4sport services on a regular basis, to establish customer satisfaction levels
- adhere to the established procedures and quality standards, to ensure good practice and consistency
- ensure 1st4sport personnel are competent and motivated to work to a high standard
- ensure that personnel adhere to the 1st4sport Code of Ethics and Core Values to meet 1st4sport's and customers' expectations
- treat all customers and potential customers equally at all times, regardless of age, gender, ethnic origin, religion, sexual orientation or disability
- act promptly and professionally in all customer operations, providing relevant information on taking appropriate action within specific timescales, where required.

Information on services and the cost of these services is freely available, as well as access to the policies and values that underpins the 1st4sport work, fostering a climate of mutual respect between 1st4sport and customers..

Customer Service Values

Confidentiality and Data Protection

All information gathered regarding the personal or business affairs of customers and partners will be held in strict confidence, according to the published data protection procedure, written in line with the Data Protection Act (1998), for the sole use of 1st4sport's needs in meeting its objectives. No information will be released to any other third party in a format that will allow identification without the expressed consent of the provider or as required by law.

Consistency

As part of the commitment to uphold quality assurance and standardisation, we use performance measurement systems to constantly review the adherence to, and effectiveness of, our implemented policies and procedures and to ensure consistency in the service provided to all candidates, recognised centres and partner organisations.

Communication

In the effort to develop effective communication with centres and candidates, we aim to provide:

- useful and accurate information
- qualification-specific and quality-assurance guidance to all centres
- centres with a newsletter at least three times per year, to update them on any changes or developments to the qualifications or procedures.

Target Response Times

1st4sport aim to meet the following target response times in providing the following types of service:

1st4sport services aim to:	Timescale
respond to all enquiries politely and promptly; we aim to have dispatched a response to a request for information	within 10 working days of receipt
respond to applications for centre recognition/qualification approval	within 20 working days
provide reports to recognised centres on the outcomes of verification activities/reviews	within 20 working days of receipt of the visit/review report
allocate an external verifier to the recognised centre for an established qualification	within 20 working days
respond to requests for course authorisation	within 10 working days of receipt
dispatch candidate/tutor resources	within 20 days of receipt of course authorisation/candidate registration forms (a fast-track service is also available)
provide a service for candidate registration and register candidates on our database	within 20 working days of receipt
provide a service for candidate certification and process claims for certification	within 25 working days of receipt
acknowledge receipt of complaints, appeals, allegations of malpractice and child/vulnerable adult abuse	within 10 working days of receipt
provide a considered written response to an appeal, complaint or allegation aligned to our published procedures	within 20 working days of the acknowledgement letter (if an investigation is not deemed necessary).

The majority of the above services will be done electronically.

Performance Indicators

1st4sport strives to be open about the quality of customer service offered. As part of the continuous improvement process, 1st4sport wishes to constantly solicit feedback on the content and quality of all aspects of the services. Based on the established performance indicators, 1st4sport continuously monitors and evaluates performance levels against the targets set and the established quality standards, to increase customer satisfaction.

1st4sport endeavours to ensure all customers are satisfied, and measure satisfaction levels on an annual basis to identify areas for improvement. This quality-orientation ensures an aim to provide a level of service that is prompt and efficient to meet customer requirements, via the establishment of target response times and feedback mechanisms.

Customer Feedback

1st4sport is committed to the continual improvement of the quality and responsiveness of services and, as such, maintains customers' perceptions, expectations and suggestions at the forefront when reviewing our services. Customers may provide feedback and/or comment on the services provided electronically via qmt@1st4sportqualifications.com

This mechanism has been established to enable effective maintenance of our records and analysis of feedback.

Enquiries and Information Sources

1st4sport aims to provide accurate information in a variety of formats and media. Recognised centres are encouraged to make enquiries to the Centre Support Team or seek clarification from our website. Candidates wishing to enquire about qualifications, aspects of qualifications or quality-assurance policies and procedures are encouraged, in the first instance, to seek information from the recognised centre or their tutor/assessor. Where a satisfactory answer is unavailable, candidates are encouraged to seek clarification from our website or the 1st4sport Centre Support Team.

As a guide, the majority of frequently requested information is available on our website or via the electronic helpline:

- website: www.1st4sportqualifications.com
- email: enquiries@1st4sportqualifications.com
- tel: 0113-290 7610
- fax: 0113-231 9606
- post: 1st4sport Qualifications, Coachwise Ltd, Chelsea Close
Off Amberley Road, Armley, Leeds LS12 4HP