

Statement of Service

What you can expect from us: -

We will always treat you with politeness and respect and your information with complete confidentiality. The cornerstones of our business are honesty, fairness and respect and Constructing Equality Ltd. staff will reflect this at all times.

Phone Calls:

During the working day (Mon-Fri, 9am – 5.30pm)

- We will endeavour to answer all phone calls within 5 rings.
- Should we be unable to answer your call and you leave us a voicemail, your call will be returned within 1 working day.
- Should you require a call back with further information, we will call you back within 2 working days.
- Should you request a call back via the Constructing Equality Ltd website, we will call you within 1 working day.

Website/Emails:

During the working day (Mon-Fri, 9am – 5.30pm)

- All incoming e-mails will be responded to within 1 working day.
- Should you request information via our website, your request will be dealt with within 3 working days.
- Should you register your interest for any products and services, we will contact you using your preferred method of contact within 2 working days.

Meetings (Telephone / In person):

In order to make the most efficient and professional use of both Assessor Service Provider and Client time, we will: -

- Endeavour to ensure that when a meeting is agreed we will be punctual, prepared, professional and polite.
- We will aim to ensure the accuracy of any actions for Constructing Equality Ltd from these meetings by taking meeting notes – we may ask for the client's permission to record some meetings if they have agreed to participate in research.
- We will not request meetings unnecessarily in order to make best use of time with the client and to limit the client's time away from their business.
- In the unfortunate event that we find ourselves unable to make a meeting or unavoidably delayed, we will endeavour to ensure the client is fully informed at the earliest possible opportunity. We will endeavour to rearrange for the next available date but cannot guarantee dates that have already been booked out in advance.

Preparation for Assessment:

In order to offer an efficient assessment process for all of our clients we will: -

- Agree assessment interview dates, upload dates (evidence submission date for non-electronic assessments), interim progress telephone meetings and other telephone meetings within the minimum periods identified in your contract.
- Once your upload date has been reached, we will assess your evidence and advise you of the status of your uploaded evidence as defined in your contract.
- We will monitor the usage of the support time within your purchase package and endeavour to give you a minimum of two weeks' notice if we believe you may have insufficient time remaining for your planned schedule. In the event of this being the case, you will be entitled to purchase additional support time at the appropriate level if you wish. The notice period should be sufficient time to ensure any top-up purchases of support time can be made and cleared without any interruption to your service. Top-up requests can be made by contacting us on 0151 706 8132.
- Following assessment, your assessment data will be collated and uploaded to CITB's GOLD System within the contracted time period. The accreditation panel will issue your grade and Assessment Report to you within their agreed timeframe.
- We will advise you of the approximate schedule for decisions at the time of your submission.
- Should you not be recommended for accreditation, or receive a conditional pass, we will provide full details of all non-compliances and an action plan within 30 working days.

Post Accreditation Re-assessment:

- In order to maintain an efficient assessment process, we will contact you 6 months prior to your re-assessment due date to ascertain your re-assessment requirements and make arrangements for your re-assessment.
- The service for your reassessment will be provided in line with the service delivered for your initial assessment subject to any system or product changes implemented by CITB.

Learning Management System (LMS) for Online Learning Programmes:

- Our server will be protected from unauthorised access or virus intrusion through the contracted service with our supplier
- Our supplier will take all reasonable steps to ensure the continued operation of the server without unscheduled service outages
- Our supplier will liaise with datacentre personnel to resolve service affecting issues
- Our supplier will ensure the application software specified is protected from unauthorised access or virus intrusion by applying relevant security patches to the operating system and other measures as necessary
- Our supplier ensures the server on which the application is hosted is backed up nightly to include (where applicable) database, application code and user files. Back-ups are created on a per server basis and stored at a physically separate location to the server

Our Service hours are:

9am to 5:30pm UK local time GMT/BST, Monday to Friday, excluding UK public holidays

Our response times are:

- Service outage, unacceptable performance, security breach - within 2 hours our suppliers begin working on the restoring service for issues reported via paul@constructingequality.co.uk or 0151 706 8132
- Request for change, advice, non-service inhibiting issue - within one working day for Constructing Equality Ltd actionable requests and within two working days for supplier actionable requests. All requests should be made via paul@constructingequality.co.uk or 0151 706 8132
- When a service outage is experienced through unforeseen events (e.g. hardware failure, power interruption), all reasonable steps are taken to restore service in a timely a manner and customers will be advised by the Constructing Equality Ltd Tech Support Team

Constructing Equality Ltd will:

- Supply access to the LMS (learning.constructingequality.co.uk) via our website at www.constructingequality.co.uk
- Issue usernames and passwords for learners to the named contact contracting for the service
- Where contracted for, the management information from the usage of the LMS will be supplied on a 6 monthly basis as per individual agreements
- If contracted for, we will rebrand the LMS access to specific course in line with the clients published brand guidelines

Direct mail-out (email / post / twitter / Facebook):

Constructing Equality Ltd. is committed to a responsible communications strategy that ensures spam material will not be passed to our customers. Any information / correspondence will always be scrutinised for relevance to the intended recipient before being issued.

Any customer / contact organisation wishing to opt-out of receiving any proactive correspondence from Constructing Equality Ltd. can make their request by contacting info@constructingequality.co.uk and the request will be acted upon within 24 working hours

Feedback / Complaints:

At Constructing Equality Ltd. we welcome feedback on any aspect of our performance and we will endeavour to constructively utilise the feedback we receive to continuously learn and improve our performance.

We will take very seriously any criticism of our performance and commit to working with anyone concerned to resolve relevant issues to a mutually agreeable resolution as swiftly as possible. Initial responses will be made with 24 working hours.

Resource Request:

All resource requests placed directly to Constructing Equality Ltd. in person, by phone, post or email or via the website will be fulfilled within 3 working days.

Quality Assurance:

Constructing Equality Ltd. are striving to offer their customers the best service it is possible for their customers to source and have a comprehensive evaluation process for all of their programmes to inform their continued learning and growth

We will therefore ensure that we give our customers every opportunity to contribute their findings of our service. Delegates on courses will always be able to feedback on the day of their courses and commissioning managers will be contacted within 2 working weeks to enable them to contribute when they have been able to reflect within their own organisation

This Statement of Service and our performance levels are monitored. Annual data will be published on the Constructing Equality Ltd. website.

Constructing Equality Ltd. believes in a “plain English” approach to our work and will always try to deliver on this wherever feasibly possible