

Customer Service Statement

October 2017

Version 03.0



Customer Service Statement

It is our intention to provide our customers including our centres, their staff and their candidates, with the very best of service, support, advice and facilitation.

Below is a summary of our company commitments to our customers and which will be kept under regular review by LanguageCert in light of experience and feedback.

For a more detailed listing, Service Catalogue (Appendix A) includes LanguageCert's business rules and Service Level Agreement (SLA) guarantees and will be maintained and communicated at all times with our customers.

Centre Support

We will endeavour at all times to provide you (i.e. centres) with:

- A user-friendly and supportive application process
- Access to a range of resources that will enhance your delivery, image and service that you offer your customers
- An assurance of quality in respect of procedures and processes
- An excellent service related to issuing and delivery of certificates. E-certificates will be available online through candidate profile in PASSPORT, as soon as the official results are released. Hard-copy certificates will be issued upon centre or candidate request and shipped to centres or candidates (as agreed for each exam session) within 5 business days upon official results' release.
- An assurance that our business is conducted in a professional manner at all times, and offering you best value for money
- Fair and competitive prices for all of our services which can be obtained in our Fees list.

General Support

We will endeavour at all times to:

- Acknowledge immediately customer queries with CRM ticket issuance
- Answer 95% of e-mails within 15 minutes and 95% of calls and Instant Messaging's within 30 seconds
- Ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity

- Acknowledge the receipt of a complaint within 48hrs
- Report to a complainant the outcomes/decisions of an investigation in relation to a complaint within 10 business days, or, if the complaint is more complex, within 15 business days
- Listen to and respond positively, in respect of feedback and suggestion
- Ensure our staff and/or associates are appropriately qualified and competent to perform their roles and responsibilities for the company and our customers

Who to contact if you wish to enquire about any aspect of our qualifications or services:

It is LanguageCert’s policy that all enquiries will be dealt in a clear and friendly manner - with no undue delay and within the rules described above and in the Service Catalogue provided in the Annex.

Enquiries can be received according to our Contact Us Guide.

Please note, in responding to external enquiries we are not obliged [as recommended by the regulator(s)] to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Should a situation arise where you wish to complain about any aspect of LanguageCert directly to the regulatory authorities please use the contact details set out below for the relevant regulator(s):

Ofqual	
By email	public.enquiries@ofqual.gov.uk
In writing	Office of Qualifications and Examinations Regulation Spring Place Coventry Business Park Herald Avenue Coventry CV5 6UB
Qualifications Wales	
By email to	enquiries@qualificationswales.org
In writing	Qualifications Wales Q2 Building Pencarn Lane Imperial Park Coedkernew Newport NP10 8AR

Appendix A

LanguageCert ESOL - Service Catalogue

CENTRE APPROVAL

Application feedback	2 business days
Provisional Approval completion	5 business days (upon receipt of payment)
Onsite Audit	Within 3 months of Provisional Approval completion and upon agreement with the Centre
Full Approval completion	10 business days (upon successful audit results)
Interlocutor approval & training	10 business days
Chief / Invigilator approval & training	10 business days

EXAMS

BEFORE THE EXAM

Exam types offered	Paper Based and Computer* Based exams, depending on the Centre's requirements and systems Web Proctored exams*	
Exam & Candidate administration system: PASSPORT	One system for the administration of exam bookings, marks, certificates & reports for all exam types User-friendly interface, with real-time exam booking and status updates on registrations Multi-level administration rights for better monitoring and control of exams ordered Exam ordering through single form and ability to add compliant venues	
Exam session frequency	Exams may be administered up to once per month per level, on-demand	
Exam session ordering time required prior to the exam	Exam type / material delivery method	Ordering time
	Paper Based / courier	10 business days
	Paper Based / e-delivery**	N/A
	Computer Based*	N/A
Candidate registration capabilities	Self-registration online Registration on PASSPORT by the Centre Registration by LanguageCert Customer Service	24 hours prior to the exam
	Paper Based exam material delivery	Exam material is delivered 48 hours prior to the exam
	Sent to Advanced Test Centre Manager or Paper Based Material Recipient Online tracking through PASSPORT for courier delivery	
Candidate profile	Register & edit information online Access results & certificates View complete history of exams taken	
Cancellation policy	Free cancellation of an approved exam session up to 10 business days prior to the exam session through PASSPORT For cancellation of an approved exam session less than 10 business days prior to the exam session, cancellation must be made in writing, through an email sent to LanguageCert clearly stating the required exam session to be cancelled. In this case, full cost applies.	

DURING THE EXAM

Onsite invigilator service	Centres appoint the invigilator of their preference (as long as he/she is approved by LanguageCert) Invigilators are registered on the system and their history is maintained
Web proctoring service*	Online exam scheduling Live online proctoring performed by trained and authorised invigilators, available 24/7/365 Online system compatibility check tool available Examination system optimised for corporate security settings
Computer Based / Web Proctored examination system*	Candidate's answers and remaining exam time are saved automatically in case of system failure User-friendly interface
Paper Based exam - Answer sheets	User-friendly answer sheets for efficient administration
Special Accommodations	Candidates with disabilities or special requirements may request special accommodations as stated in LanguageCert's Reasonable Adjustment and Special Considerations policy

AFTER THE EXAM	
Exam papers / Answer sheets return	Through direct upload to PASSPORT within 24 hours after the exam. If exam papers/answer sheets are not received by LanguageCert within 48 hours after the exam, then the exam is cancelled. Through courier next business day after the exam. The exam is cancelled 15 days after the exam day if exam papers/answer sheets are not received by LanguageCert.
Exam results	Exam results released via email, 10 business days upon receipt of answer sheets at LanguageCert
Hard copy certificates	Shipped by standard mail within 5 business days upon results release Can be sent to Candidate, Advanced Test Centre Manager, exam venue or other address Replacement certificates are shipped by courier within 5 business days from request
E-certificates	Printable pdf identical to the hard copy, available online as soon as exam results are released
Online certificate verification	Certificate authenticity verification service through www.languagecert.org
Reporting capabilities	Real-time, detailed, customised reporting available through the dedicated reports portal and PASSPORT Exam overview on the global map Data and analysis on exam sessions, candidate success rates, etc.
Invoice & payment	LanguageCert will only invoice for exams taken, not for Candidate no-shows Payment methods: bank transfer, credit card or PayPal Invoice tracking through PASSPORT
Exam results appeal	On favourable outcome, the appeal fee is refunded. On unfavourable outcome, a detailed custom report is provided, indicating the candidate's areas for improvement .
CUSTOMER SERVICE	
Help desk availability	Multilingual customer service (10 languages) 24/7/365, through 32 toll free or local numbers, Instant Messaging (IM), email
Response to customer queries KPIs	Immediate acknowledgement of customer queries, with CRM ticket issuance 95% of emails answered within 15 minutes; 95% of calls and IMs answered within 30 seconds
2017 business days	Monday to Friday Excluding: Jan. 6, Feb. 27, April 14 & 17, May 1, Aug. 15, Dec. 25 & 26
2018 business days	Monday to Friday Excluding: Jan. 1, Feb. 19, April 6 & 9, May 1, Aug. 15, Dec. 25 & 26

*to be launched within 2018

**not available at the moment

LanguageCert is a member of PeopleCert Group	
PeopleCert's Accreditation & Certifications	<ul style="list-style-type: none"> • Global organisation with wide experience in the certification industry • 4,000,000+ exams delivered to date in over 181 countries • International accreditation and certification guarantees integrity and reliability of the certification process <p>Accredited for:</p> <ul style="list-style-type: none"> ▪ ISO 17024 for Personnel Certification ▪ ISO 17065 for Certifying Products, Processes and Services <p>Certified for:</p> <ul style="list-style-type: none"> ▪ ISO 9001 for Quality Management ▪ ISO 10002 for Customer Satisfaction & Complaints Handling ▪ ISO 14001 for Environmental Management ▪ ISO 22301 for Business Continuity ▪ ISO 23988 for the Use of IT in the Delivery of Assessments ▪ ISO 27001 for Information Security Management



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