



Customer Service Statement

August 2017

Version 02.2

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 and Invoicing Policy.

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):

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

Appendix A

Service Level Agreement		
CENTRE AUTHORISATION		
Application feedback	<ul style="list-style-type: none"> • 2 business days 	
Authorisation completion	<ul style="list-style-type: none"> • 10 business days (since app. feedback) • 20 business days if local auditor unavailable (since app. feedback) 	
Interlocutor approval	<ul style="list-style-type: none"> • 10 business days – incl. training 	
Invigilator approval	<ul style="list-style-type: none"> • 2 business days. Training follows upon agreement with the Centre 	
EXAMS		
Before the Exam		
Exam types offered	<ul style="list-style-type: none"> • Paper-based (PB) exams 	
Exam & Candidate administration system: PASSPORT	<ul style="list-style-type: none"> • 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, etc. • Multi-level administration rights for better monitoring and control of exams ordered • Ability to customise system specifications and business rules in short timeframes • Exam ordering through single form and ability to add compliant venues 	
Exam session ordering time required prior to the exam	Material distribution method	Time
	<ul style="list-style-type: none"> • E-delivery 	2 business days
	<ul style="list-style-type: none"> • Courier 	10 business days
Candidate registration	<ul style="list-style-type: none"> • Self-registration online • Registration in PASSPORT by the Centre • Registration by LanguageCert 	24 hours prior to the exam
Exam material delivery	<ul style="list-style-type: none"> • E – or courier delivery 	48 hours prior to the exam or customised
	<ul style="list-style-type: none"> • Sent to Advanced Test Centre Manager or Paper-Based Material Recipient • Courier online tracking through PASSPORT 	

Service Level Agreement	
Candidate profile	<ul style="list-style-type: none"> • Register & edit information online • Complete history of previous exams taken • Access results & certificates
Cancellation policy	<ul style="list-style-type: none"> • LanguageCert will only invoice for exams taken, not for Candidate no-shows • If the Centre wishes to cancel an approved exam session less than two (2) days prior to the exam date, a cancellation e-mail needs to be sent to LanguageCert clearly stating the required exam session cancellation • Cancellation fees may apply. Exams are deemed cancelled after the exam material has been sent by LanguageCert
During the Exam	
Invigilators	<ul style="list-style-type: none"> • Centres appoint the invigilator of their preference (as long as he/she is approved by LanguageCert) • Invigilators are registered and history is maintained on the system
Exam answer sheets	<ul style="list-style-type: none"> • User-friendly answer sheets for efficient administration
After the Exam	
Exam papers/Answer sheets return	<ul style="list-style-type: none"> • Through direct upload to PASSPORT within 24 hours after the exam, otherwise the exam is cancelled 48 hours after the exam day • Through courier next business day after the exam, otherwise the exam is cancelled 15 days after the exam day
Exam results	<ul style="list-style-type: none"> • Exam results released via email, 10 business days upon receipt of answer sheets
Hard-copy certificates	<ul style="list-style-type: none"> • Upon formal centre/candidate request, shipped by standard mail within 5 business days of 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	<ul style="list-style-type: none"> • Printable pdf identical to the hard copy available online as soon as exam results are released
Online certificate verification	<ul style="list-style-type: none"> • Certificate authenticity verification service through www.languagecert.org
Reporting capabilities	<ul style="list-style-type: none"> • 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.

Service Level Agreement		
	<ul style="list-style-type: none"> • Monthly reports sent by email to centres 	
Invoice & payment	<ul style="list-style-type: none"> • Payment methods: bank transfer, credit card or PayPal in the preferred currency of the Test Centre • Invoice tracking through PASSPORT 	
CUSTOMER SUPPORT		
Help desk availability	<ul style="list-style-type: none"> • Multilingual customer service (10 languages) 24/7/365, through 8 toll free or local numbers, Instant Messaging (IM), email 	
Response to customer queries KPIs	<ul style="list-style-type: none"> • 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, May 1, Aug. 15, Dec. 25 & 26

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