

LanguageCert International ESOL

Customer Service Statement

June 2021

Version 04.0

TABLE OF CONTENTS

.....	1
CUSTOMER SERVICE STATEMENT	3
CENTRE SUPPORT.....	3
GENERAL SUPPORT	3
WHO TO CONTACT IF YOU WISH TO ENQUIRE ABOUT ANY ASPECT OF OUR QUALIFICATIONS OR SERVICES	4
APPENDIX A	5

Document Revision History

Version	Date	Description of Change
04.0	14/06/2021	Update Ofqual address, revision to business days
03.2	22/08/2019	Update trademarks
03.0	27/10/2017	Initial issue

Customer Service Statement

We intend to provide our customers: our centres, their staff and their candidates, with the very best service, support, and advice.

We summarise below our commitment to our customers, . We will regularly review our commitment to take account of our customers' experience and feedback.

The Service Catalogue (Appendix A) includes LanguageCert's business rules and Service Level Agreement (SLA) guarantees in more detail.

Centre Support

We will endeavour at all times to provide our centres with:

- A user-friendly and supportive application process.
- Access to a range of resources that will enhance the service that you offer to your customers.
- High-quality procedures and processes.
- An excellent certificate issuing and delivery service:
- E-certificates online through each candidate profile in PASSPORT as soon as the official results are released.
- Hard-copy certificates where required, and shipped to centres or candidates (as agreed with you in advance) within 5 business days after the release of official results.
- A professional business manner at all times.
- Best value for money.
- Fair and competitive prices for all of our services as detailed in our Fees list.

General Support

We will endeavour at all times to:

- Acknowledge your queries immediately and issue you with a reference number.
- Answer 95% of your e-mails within 15 minutes and 95% of your calls and Instant Messages within 30 seconds.
- Ensure you receive a respectful, friendly and supportive attitude at all times from all our staff.
- Acknowledge any complaint you make within 48 hours.
- Report back to you on your complaint with the outcome of any investigation within 10 business days, or, if the complaint is more complex, within 15 business days.
- Listen to and respond positively to your feedback and suggestions.
- Ensure our staff and/or associates are appropriately qualified to perform their role and fully trained to deliver their responsibilities to our customers.

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

We will respond to all enquiries in a clear and friendly manner - with no undue delay, and in accordance with our commitment above, and in the Service Catalogue provided in Appendix A.

You can find out how to make an enquiry in our Contact Us Guide.

Please note, in responding to enquiries, we will not disclose any information where 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 Earlsdon Park 53-55 Butts Road Coventry CV1 3BH United Kingdom
Qualifications Wales	
By email to	enquiries@qualificationswales.org
In writing	Qualifications Wales Q2 Building Pencarn Lane Imperial Park Coedkernew Newport NP10 8AR United Kingdom

Appendix A

LanguageCert ESOL - Service Catalogue		
CENTRE APPROVAL		
Application feedback	2 business days	
Remote Audit	Within 1 month of Application Approval feedback	
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	<ul style="list-style-type: none"> • Paper-based and Computer-based exams, depending on the Centre's requirements and systems • Online Proctored exams 	
Exam & Candidate administration system: PASSPORT	<p>One system for the administration of exam bookings, marks, certificates and reports for all exam types</p> <p>User-friendly interface, with real-time exam booking and status updates on registrations</p> <p>Multi-level administration rights for better monitoring and control of exams ordered</p> <p>Exam ordering through single form and ability to add compliant venues</p>	
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	2 business days
	Online Proctored	4 hours prior to the exam
Candidate registration capabilities	<p>Self-registration online</p> <p>Registration on PASSPORT by the Centre</p> <p>Registration by LanguageCert Customer Service</p>	24 hours prior to the exam
Paper-based exam material delivery	Courier (or e-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	<p>Register and edit information online</p> <p>Access results & certificates</p> <p>View complete history of exams taken</p>	
Cancellation policy	<p>Free cancellation of an approved exam session up to the Ordering time through PASSPORT.</p> <p>After that, 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.</p>	
DURING THE EXAM		
Onsite invigilator service	Centres appoint the Chief / Invigilator of their preference (as long as he/she is approved by LanguageCert). Chief / Invigilator are registered on the system and their history is maintained	
Online Proctoring service	<p>Online exam scheduling</p> <p>Live online proctoring performed by trained and authorised Invigilators, available 24/7/365</p> <p>Live online interlocation performed by trained and authorised Interlocutors, available 24/7/365</p> <p>Examination system optimised for corporate security settings</p>	
Computer-based / Online Proctored examination system	<p>Candidate's answers and remaining exam time are saved automatically in case of system failure</p> <p>User-friendly interface</p>	

Paper-based exam - Answer sheets	User-friendly answer sheets for efficient administration
Special Accommodations	Candidates with disabilities and/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 to Centres and to candidates. <ul style="list-style-type: none"> Centres may view and download e-certificates and SoRs through PASSPORT. Candidates may view and download e-certificates and SoRs through their account on www.languagecert.org.
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 PASSPORT Exam overview on the global map Data and analysis on exam sessions, candidate success rates, etc.
Invoice & payment	LanguageCert will invoice only for exams taken, not for candidate no-shows Payment methods: bank transfer, credit card or PayPal Invoice tracking through PASSPORT
Exam results appeal	If an appeal is upheld, the appeal fee is refunded. If an appeal is not upheld, 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
CREDENTIALS	
Accreditation & Certifications	Global organisation with wide experience in the certification industry 5,000,000+ exams delivered to date in over 200 countries International accreditation and certification guarantees integrity and reliability of the certification process Accredited for: <ul style="list-style-type: none"> ISO 17024 for Certification of Persons Certified for: <ul style="list-style-type: none"> ISO 9001 for Quality Management ISO 10002 for Customer Satisfaction & Complaints Handling ISO 14001 for Environment Management ISO 22301 for Business Continuity ISO 23988 for the Use of IT in the Delivery of Assessments ISO 27001 for Information Security Management

*where applicable

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