



# LanguageCert International ESOL

## Customer Service Statement

August 2019

Version 03.2

## 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 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 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 with in a clear and friendly manner - with no undue delay and within the rules described above and in the Service Catalogue provided in the Appendix.

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	
<b>By email</b>	<a href="mailto:public.enquiries@ofqual.gov.uk">public.enquiries@ofqual.gov.uk</a>
<b>In writing</b>	<b>Office of Qualifications and Examinations Regulation</b> Spring Place Coventry Business Park Herald Avenue Coventry CV5 6UB
Qualifications Wales	
<b>By email to</b>	<a href="mailto:enquiries@qualificationswales.org">enquiries@qualificationswales.org</a>
<b>In writing</b>	<b>Qualifications Wales</b> Q2 Building Pencarn Lane Imperial Park Coedkernew Newport NP10 8AR

## Appendix A

### LanguageCert ESOL - Service Catalogue

#### CENTRE APPROVAL

<b>Application feedback</b>	2 business days
<b>Remote Audit</b>	Within 1 month of Application Approval feedback
<b>Approval completion</b>	10 business days (upon successful audit results)
<b>Interlocutor approval &amp; training</b>	10 business days
<b>Chief / Invigilator approval &amp; training</b>	10 business days

#### EXAMS

##### BEFORE THE EXAM

<b>Exam types offered</b>	<ul style="list-style-type: none"> <li>• Paper-based and Computer-based exams, depending on the Centre's requirements and systems</li> <li>• Online Proctored exams</li> </ul>	
<b>Exam &amp; Candidate administration system: PASSPORT</b>	One system for the administration of exam bookings, marks, certificates and 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	
<b>Exam session frequency</b>	Exams are administered on-demand up to: <ul style="list-style-type: none"> <li>• Written Paper-based: once per month, per level</li> <li>• Written Computer-based: twice per month, per level</li> <li>• Spoken: twice per month, per level</li> </ul>	
<b>Exam session ordering time required prior to the exam</b>	<b>Exam type / material delivery method</b>	<b>Ordering time</b>
	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
<b>Candidate registration capabilities</b>	Self-registration online Registration on PASSPORT by the Centre Registration by LanguageCert Customer Service	24 hours prior to the exam
<b>Paper-based exam material delivery</b>	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	
<b>Candidate profile</b>	Register and edit information online Access results & certificates View complete history of exams taken	
<b>Cancellation policy</b>	Free cancellation of an approved exam session up to the Ordering time through PASSPORT. 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.	

##### DURING THE EXAM

<b>Onsite invigilator service</b>	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	
<b>Online Proctoring service</b>	Online exam scheduling Live online proctoring performed by trained and authorised Invigilators, available 24/7/365 Live online interlocution performed by trained and authorised Interlocutors, available 24/7/365 Examination system optimised for corporate security settings	
<b>Computer-based / Online Proctored examination system</b>	Candidate's answers and remaining exam time are saved automatically in case of system failure User-friendly interface	
<b>Paper-based exam - Answer sheets</b>	User-friendly answer sheets for efficient administration	
<b>Special Accommodations</b>	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

<b>Exam papers / Answer sheets return</b>	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.
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	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.
<b>Exam results</b>	Exam results released via email: <ul style="list-style-type: none"> <li>• Paper-based: 10 business days upon receipt of answer sheets</li> <li>• Computer-based: 5 business days upon sign off</li> </ul>
<b>Hard copy certificates</b>	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
<b>E-certificates</b>	Printable pdf identical to the hard copy, available online as soon as exam results are released
<b>Online certificate verification</b>	Certificate authenticity verification service through <a href="http://www.languagecert.org">www.languagecert.org</a>
<b>Reporting capabilities</b>	Real-time, detailed, customised reporting available through PASSPORT Exam overview on the global map Data and analysis on exam sessions, candidate success rates, etc.
<b>Invoice &amp; payment</b>	LanguageCert will only invoice for exams taken, not for Candidate no-shows Payment methods: bank transfer, credit card or PayPal Invoice tracking through PASSPORT
<b>Exam results appeal</b>	On favourable outcome, the appeal fee is refunded. On unfavourable outcome, a detailed custom report is provided, indicating the candidate's areas for improvement.
<b>CUSTOMER SERVICE</b>	
<b>Help desk availability</b>	Multilingual customer service (10 languages) 24/7/365, through 32 toll free or local numbers, Instant Messaging (IM), email
<b>Response to customer queries KPIs</b>	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
<b>CREDENTIALS</b>	
<b>Accreditation &amp; Certifications</b>	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"> <li>• ISO 17024 for Certification of Persons</li> </ul> Certified for: <ul style="list-style-type: none"> <li>• ISO 9001 for Quality Management</li> <li>• ISO 10002 for Customer Satisfaction &amp; Complaints Handling</li> <li>• ISO 14001 for Environment Management</li> <li>• ISO 22301 for Business Continuity</li> <li>• ISO 23988 for the Use of IT in the Delivery of Assessments</li> <li>• ISO 27001 for Information Security Management</li> </ul>
<b>2019 &amp; 2020 Business Days</b>	
<b>2019</b>	<b>Monday to Friday</b> Excluding: Aug. 15, Oct. 28, Dec. 25 & 26
<b>2020</b>	<b>Monday to Friday</b> Excluding: Jan. 1 & 6, March 2 & 25, March 11 & 25, April 17 & 20, May 1, Oct. 28, Dec. 25

\*not available at the moment

<b>LanguageCert is a member of</b>				
				

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