

Awarding Body Customer Care Policy

Commitment

PLASA Qualifications is an Awarding body for the entertainment, technology and events industry and is committed to providing a high level of service to centres and candidates.

We aim to provide a fully focused and responsive customer service that maintains the integrity of the whole process for the qualifications we deliver.

PLASA has a straightforward approach to client care and support - we treat all interested outside parties as clients and with the same courtesy and respect. We expect our centres who deliver our qualifications to commit to the same policy.

All PLASA Qualifications staff take personal responsibility for ensuring that the clients feel the customer service is satisfactory.

Contacting PLASA and Communication

- All calls, e-mails and letters are considered important and will be dealt with quickly and effectively. During office hours calls should be expected to be answered within six rings.
- During office hours there is no queuing system and all enquiries will be answered promptly and courteously.
- If an immediate answer to a query is not possible, the enquirer will be informed who will be looking into the issue and when they can expect a response.
- E-mails and letters will be responded to within 5 working days other than stated in specific policies. If an immediate reply is not possible, an acknowledgement will be sent to explain that the query is being dealt with.
- Registration requests will be processed within 10 working days.
- Ensure that published information is accessible, easy to understand and up - to - date.

Position Statement on Languages

- Awarding body publications, guidance and assessment materials are published in English. We currently do not deliver qualifications in Wales or Northern Ireland, however when we do we will ensure that:
 - Qualification specifications and assessment materials for use in England are expressed in English.
 - Qualification specifications and assessment materials for use in Wales are expressed in Welsh and English.

- Qualification specifications and assessment materials for use in Northern Ireland are expressed in Irish (Gaeilge) and English.
- We will also endeavour to provide either appropriately Welsh or Irish speaking moderators, or if not verifiers or a translator if this is requested.
- Assessments in different languages will also be comparable and standardised.

Appeals and Complaints

- Enquiries will be tracked and monitored to ensure our promises are delivered. Any complaints will be dealt with immediately on receipt of the complaint and we will do our utmost to find a positive resolution. A response to the complaint can be expected within 10 working days.
- Any feedback or comments about PLASA will be used to improve what we do and offer.
- We will follow the stated procedure for appeals and grievance and malpractice policy for any candidates who has registered, or centres/assessors involved in appeals and grievance or complaints. The appeals procedure is given to every candidate that registers and is also available at the centres, along with the malpractice policy.

Developing and Maintaining Qualifications

We are committed to:

- Developing qualifications in consultation with the entertainment, technology and events industry which meet the needs and demands of the sector.
- Introducing new qualifications to approved centres where there is demand.
- Reviewing and updating qualifications to ensure they retain their currency.
- Ensuring that the integrity of our qualifications is maintained through strong quality assurance measures that meet the statutory regulations of external qualifications.

Quality Assurance

- Regular meetings are held at PLASA Qualifications and approved centres to ensure good service levels and consistency is maintained and to check that everyone has a thorough understanding of new developments and initiatives.
- PLASA Qualifications will make sure that we fully audit and monitor our own and any of the systems used in the delivery of the qualifications that we provide, to ensure the highest standards are met.
- Centres are provided with planned external moderator visits with three month notice periods given.

- Oral feedback is given to centres by the External Moderator and a report will be generated within 15 working days of the visit.

Accuracy and Confidentiality

- Any information provided to PLASA will remain confidential and we take steps to ensure that the data that we hold on candidates on our database or in any other format is accurate, up-to-date and secure.

Support

- PLASA Qualifications relies on its staff to deliver good service and for that reason ensures that staff training and development is key.
- PLASA Qualifications relies on its centres and assessors to deliver good service and for that reason ensures that training and development is encouraged and given through workshops and update meetings.
- Newly approved centres, verifiers and assessors are fully supported with guidelines and mentoring.
- PLASA Qualifications will ensure that the integrity of any of our Qualifications is maintained. A key part of this is the external moderator and we believe a supportive approach is the best way to ensure that this is delivered by centres and the assessment teams.

Certification

- Certificates will be issued up to fifteen working days from the candidate's eligibility. Eligibility is classed as when a valid claim is made with verification complete.

Fees

PLASA Qualifications endeavors to offer value for money. The registration fees cover the following:

- The registration of learners.
- Support advice and guidance from staff.
- Support materials/packs for candidates/centres/assessment team.
- External moderation and visits.
- Processing of results and issuing certificates.

Fees are published on our website for each qualification at www.plasa.org. The fees are reviewed annually with the consultation of industry panels.

Feedback

- All candidates are given the opportunity to evaluate and give feedback following assessment and during external verification visits.
- Centres are encouraged to give feedback during quarterly standardisation meetings and annual awarding body meetings, as well as external verification visits.
- We encourage feedback from any party involved in the delivery of our qualifications on all aspects of PLASA so if you have anything at all that you would like to talk to us about, please contact us. We'd be really pleased to hear from you.

Helping Us

If you are a candidate

- Please quote your candidate reference number in any communication.
- Do check the information packs sent out - sometimes the information is there that you may seek.

If you are a centre or part of the assessment team

- Try and keep yourself up to date by visiting the centre area on the PLASA website.
- Circulate any updates to staff and candidates, as soon as possible and always contact us if you are not sure.

CONTACTING PLASA

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