



PLASA Skills and Certifications Customer Care Policy

Commitment

PLASA Skills delivers certifications and training for the entertainment, technology and events industry and is committed to providing a high level of service to Centres, training providers, trainees and candidates.

We aim to provide a fully focused and responsive customer service that maintains the integrity of the whole process for the product 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 and providers who deliver our products to commit to the same policy.

All PLASA 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 or enrolment requests will be processed within 10 working days.
- Renewals will be processed within 10 working days.
- Ensure that published information is accessible, easy to understand and up - to - date.

Position Statement on Languages

- Currently our Course content, publications, guidance and assessment materials are published in English. Depending on the demand and need some of our materials are available in another language. For example some of our certification materials are available in Swedish.

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 have registered to our certification programs, or centres/assessors/trainers involved in appeals and grievance or complaints. The appeals procedure is given to every individual that registers on our certification program and is also available at the centres, along with the malpractice policy.



Developing and Maintaining Certifications and Training

We are committed to:

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

Quality Assurance

- Regular meetings are held at PLASA and at 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 will make sure that we fully audit and monitor our own and any of the systems used in the delivery of the skills product that we provide, to ensure the highest standards are met.
- External Centres are provided with planned external moderator visits with three-month notice periods given.
- Oral feedback is given to our delivery centres by the External Verifier / moderator where appropriate and a report will be generated within 15 working days of the visit.
- All Skills products require the implementation of a course review to ensure customer satisfaction and continued improvement.

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 or individuals on our database or in any other format is accurate, up-to-date and secure.

Support

- PLASA Qualifications relies on Centres, Assessors, trainers and training providers 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, assessors and trainers are fully supported with guidelines and mentoring.
- PLASA will ensure that the integrity of any of our Qualifications is maintained. A key part of this is the External Verification and moderation process and we believe a supportive approach is the best way to ensure that this is delivered by centres, training providers and their teams.

Certification

- Certificates and if appropriate ID Cards 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, and photographs and signatures have been received from the candidate.



Fees

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

- The registration of Candidates / enrolment of Trainees.
- Support advice and guidance from staff.
- Support materials/packs for candidates /trainees/centres/training providers and their 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/ trainees are given the opportunity to evaluate and give feedback following the testing or assessment and during external verification visits.
- Centres and providers are encouraged to give feedback during quarterly standardisation meetings, where applicable, and annual meetings, as well as external verification visits.
- We encourage feedback from any party involved in the delivery of our skills products on all aspects of PLASA, so if you have anything at all that you would like to talk to us about, please contact us.

Helping Us

If you are a candidate or trainee

- 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, training provider or part of the 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

PLASA Ltd

Redoubt House

1 Edward Road

Eastbourne

East Sussex

BN23 8AS

T: +44 (0)1323 524120

info@plasa.org

www.plasa.org