

Enquiries

Policy Statement

The purpose of this policy is to:

- set out how we deal with enquiries from centres
- establish the limits of what information we can provide

At the end of each section are references to the documents you will need, the documents we will use and Ofqual's General Conditions of Recognition that apply. All related documents are available on our website.

Policy Detail

Customer Service Statement

MERCURIUS POLITICUS Awarding Body provides a high quality, effective and efficient service. Centres are supported in the strategic development of their MERCURIUS POLITICUS Awarding Body provision, including on-going delivery, administration and quality assurance. Our staff is committed to providing these services in a responsive, accessible and prompt manner in accordance with our published Service Standard timescales outlined in this document.

We endeavour to provide you with the best possible service to enable you to cater for the needs of all your learners. We will do this by ensuring our service is:

Prompt	<ul style="list-style-type: none"> • We will work to our published timelines for registration and certification
Efficient	<ul style="list-style-type: none"> • We will ensure our published information is up to date, accurate and accessible • We will use plain English in all our correspondence and documentation • We will ensure all our systems and procedures meet or exceed external audit requirements
Responsive	<ul style="list-style-type: none"> • We will give a courteous, prompt and well informed response to any enquiry you make • We will maintain a flexible approach in working with you to meet your needs • We will work with you in responding to the needs of your learners
Supportive	<ul style="list-style-type: none"> • We will publish a programme of training and information sessions • We will publish up to date guidelines on all aspects of our service • We will provide online access to appropriate documentation, news and information • We will allocate a named Customer Support Officer, Curriculum Contact and Quality Reviewer to each provider to give on-going support • We will appoint an External Verifier to each provider on receipt of your learner registration documentation
Professional	<ul style="list-style-type: none"> • We will work to high professional standards and we are committed to continuous improvement • We will use our resources to best effect and conduct our work with integrity

Ofqual General Conditions of Recognition (GCRs):	Condition D4 Responding to enquiries and complaints procedures
Responsible staff:	Specific GCRs referenced:
All staff	D4.1, D4.2

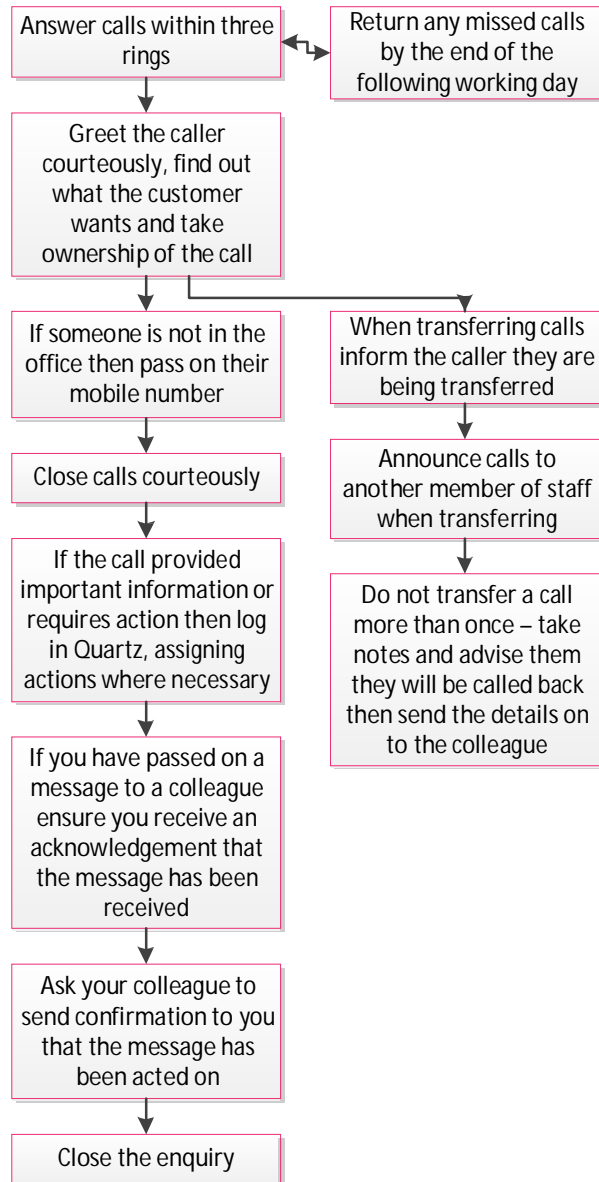
How to implement the policy

Limits of information we can provide

- If we are contacted by a member of staff who's name we have on file at a recognised centre then we can answer queries and disclose information
- If we get enquiries from people who do not work for a recognised centre we can only provide limited information
- Be careful not to disclose information if to do so would breach a duty of confidentiality or any other legal duty
- Any queries regarding results will be directed back to the centre unless the query is for an externally assessed qualification

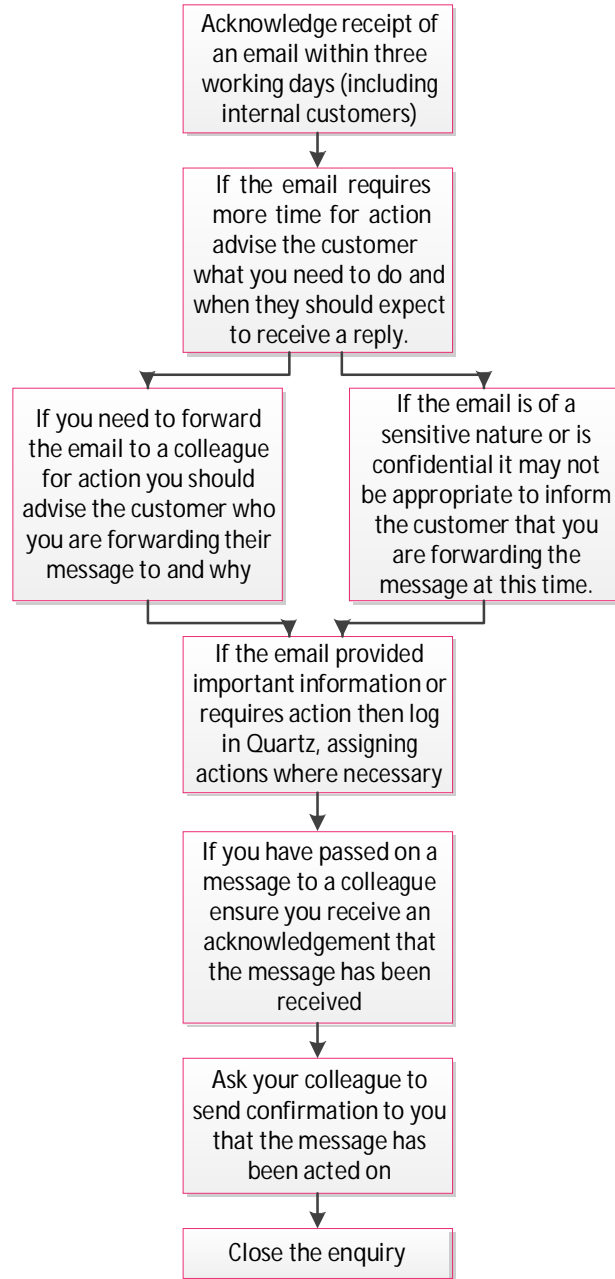
Handling Phone calls

1. **All staff** must follow the process on the right when answering telephone calls **at all times**.
2. If a call becomes difficult, for example if the caller does not accept the information being given, then you must assertively restate the information and give the caller the name of someone else they can contact in the organisation (if appropriate).
3. If the call becomes abusive then you must inform the caller that you are ending the call due to the way they are communicating with you.



Handling emails

1. **All staff** must follow the process on the right when answering emails **at all times**.



Documents you will need:	Being an MERCURIUS POLITICUS Awarding Body Centre
Related evidence:	Notes of calls, emails
Related Ofqual General Conditions of Recognition:	D4.1, D4.2