



Performance Pledge

Performance Pledge

We pride ourselves on our ability to develop excellent working relationships with our customers and we're here to make everything as straightforward as possible for you.

This Performance Pledge guarantees our response times.

Activity	Pledge
General enquiries by telephone or email	We'll respond within two working days or less
Centre approval and additional qualification applications	We'll process all applications within five working days or less
External Quality Assurance Consultant (EQAC)	We'll allocate a named EQAC to your centre within ten working days or less
Quality Assurance visits and consultations	We'll give a minimum of ten working days notice of an EQAC visit
Learner registrations	All registrations will be processed in two working days or less
Learner certificates (including replacements)	All certificates will be issued within two working days – including pdf copies
Appeals	We'll respond to appeals within two working days or less Decisions on appeals will be provided within 21 working days or less
Malpractice and Maladministration	All enquiries and requests will be acknowledged within one working day. Due to the individual nature of these issues, we cannot guarantee response times, but we will work with our customers to ensure resolution as soon as possible
Reasonable Adjustments and Special Considerations	All enquiries and requests will be responded to within two working days
Complaints	We'll acknowledge receipt of all complaints within one working day. We'll respond within ten working days or less

