

Customer Service Policy

Statement of purpose

This policy states the process that both ISP, ISP EPA and Approved Providers will undertake and the timescales associated with the tasks that both will be monitored against. It outlines the process that the Provider will undergo, once approval has been given. This policy details all policies associated with the delivery of EPA programmes and qualifications that are available on the ISP website www.the-ISP.org

Scope

This policy applies to ISP Education and approved ISP Providers.

Provider Approval

Upon receipt of a completed Provider approval form with supporting documents, ISP will proceed as follows:

- ISP will check that all submission documents comply with ISP Provider approval quality requirements. If any document is omitted, the approval process will probably be delayed.
- Once all documents have been reviewed and accepted, ISP will arrange for the Provider to be inspected by the ISP Quality Manager (QM), within 20 working days of acceptance.
- ISP will give a final Provider approval decision within 10 working days of the inspection.
- If the application to offer ISP EPA/qualifications is successful initial Provider approval will be for a period of one year. At the end of the first year a review will take place and if there are no issues, the Provider will receive full Provider approval. If there are issues, ISP will need to be assured that these issues have been addressed before another one-year approval is given.
- Providers will need to seek re-approval of their Provider and their EPA/qualifications each year, if they wish to continue offering ISP qualifications. Provider and EPA/qualification re-approval involves the Provider reviewing their quality assurance procedures, EPA/qualification structure, units and assessment methodology to ensure continued compliance with Regulator and ISP quality assurance requirements, plus relevant registration, assessment and awarding statistics. The ISP Internal/External Verifier will annually inspect the Provider's re-approval information, as part of their EQA visit.
- If the application to offer ISP EPA/qualifications is unsuccessful, the Provider will need to show evidence that the changes recommended by the ISP QM (or representative) have been implemented before the application can be agreed.

- On successfully meeting ISP approval criteria and becoming an approved Provider, the Provider will receive an ISP Approved Provider notification which contains a unique alphanumeric Provider Number and access to ISP registration and certification system. The Provider will also gain access to all ISP's policies and procedures, forms, logos and guidance.

Fees

- ISP fees will be reviewed annually.
- ISP fees are published in August each year for implementation on October 1st and can be viewed on the ISP website: www.the-ISP.org
- ISP charge an initial Provider approval fee and if re-inspection is necessary a re-inspection fee.
- ISP charges a learner registration fee for each EPA/qualification or independently assessed unit. This charge also includes the learners' examination/verification and certification costs.
- ISP charges re-sit fees at the same level as the EPA/qualification registration fee on a pro rata basis related to the EPA/qualifications to be taken.
- ISP covers all travel and accommodation costs for their external verifiers, examiners, approval inspectors and assessors.
- Credit will only be issued to a Provider where a learner has withdrawn from an assessment/examination and appropriate supporting documents been provided to ISP.

EPA and qualifications

ISP will supply:

- Complete EPA/qualification details free of charge containing all learning outcomes or EPA standards that a successful learner will need to achieve.
- Mapping to Trailblazer and UK National Occupational Standards or Apprenticeship standards and relevant skills, where appropriate.
- All necessary forms and documentation.
- Assessment criteria/assessment standards/EPA requirements for accredited EPA/qualifications, where appropriate.
- Sample questions/requirements for external assessments, where appropriate, unless it is not possible for reasons of security.
- Guidance notes for learners and tutors.

For All Customers

Copies of all ISP policies and procedures along with relevant forms for both Providers and learners are available on the ISP website at www.the-ISP.org

Recognition of Prior Learning and Achievement

- ISP recognises prior learning provided that the level and content is appropriate for the claim being made.
- The award that the learner already possesses must be from an approved awarding body.
- For further information please refer to the document 'ISP RPL Procedure'

Learners requiring Reasonable Adjustments

- ISP encourages learners requiring reasonable adjustments providing they are able to fulfil all of the assessment criteria relevant to the ISP EPA/qualification they wish to achieve.
- ISP will grant additional support, when and where necessary, upon receipt of the appropriate supporting evidence for the reasonable adjustment.
- Further information can be found in the 'ISP reasonable Adjustments Policy'. It is important that Providers follow the guidance laid down in this document accurately.

Results

- ISP will issue an ISP certificate, once they have received an ISP Certification Claim form from the Provider and once ISP has confirmed the Provider is satisfying all ISP quality assurance and assessment requirements. The certificate(s) will be sent to the accredited Provider at which the learner is registered. A nominated person at the accredited Provider is then responsible for distributing the certificate(s) to the learner(s) concerned.
- Results and Certificates are issued by the ISP Operations team within 10 working days of receiving acceptable confirmation of the learners' results.
- Replacement Certificates will be issued within 10 working days of the Operations team receiving the appropriate information.
- For EPA, the ISP will claim and obtain Apprenticeship certificates from the IFA. Apprenticeship results and certificates are issued by the ISP Operations team within 10 working days of receiving acceptable confirmation of the learners' achievement.

Appeals

- For further information regarding appeals please refer to the 'ISP Appeals Procedure'.

Malpractice

- Please refer to the 'ISP Malpractice Procedure' for further information.

Feedback

ISP welcomes all constructive feedback on its EPAs and qualifications. This can be provided in two ways:

- Each EPA/qualification area will be subject to an annual review, Providers will be given the opportunity to provide feedback as part of this process.
- If at any time an Provider or learner wishes to give feedback on any ISP EPA/qualification, this can be done by completing a customer feedback form (below) and returning it to ISP for the attention of the ISP Operations team. ISP will reply within 20 working days of receiving the form.

Contacting ISP:

ISP can be contacted by e-mail at: eqa@the-isp.org

ISP Customer Service Feedback Form: FB1

Provider or learners may use this form to provide feedback on any aspect of ISP's EPA/qualifications, assessments, examinations or administrative services provided by ISP. ISP will respond within 15 working days of receipt, provided the form is signed by the PROVIDER, employer or learner.

<u>PROVIDER/employer/learner name:</u>	<u>PROVIDER No (if applicable):</u>	<u>Date:</u>

Please complete the box below giving details of your feedback and attach any relevant supporting evidence:

Name:

Signed:

Position:

Please return to: eqa@the-ISP.org