



Highfield Customer Service Statement 2023

1. Introduction

- 1.1 Highfield is dedicated to ensuring that the qualifications offered are both transparent and accessible and delivered to a high standard of excellence. Highfield is 100% committed to customer satisfaction. In short, it strives to exceed expectations at each stage within the qualification process.
- 1.2 Highfield recognises that its customers' requirements may change at different stages of their organisation or progression towards a qualification. Highfield will therefore adapt, where possible, to meet the customers' needs.
- 1.3 Highfield understands that, in certain circumstances, customers may present with individual requirements and will therefore seek to vary its general policy where such variance assists a customer to access its services.

2. Our Communication Promise

- 2.1 Highfield will maintain regular contact with Centres and learners by professional, equal, efficient and consistent means.
- 2.2 All Approved Highfield Centres are assigned with a dedicated Customer Support officer to assist in their delivery and administration of Highfield qualifications.
- 2.3 Highfield will endeavour to answer all telephone calls within three rings.
- 2.4 Highfield will endeavour to acknowledge correspondence within one working day. Should such correspondence require a more detailed response, for example a discussion between Subject Matter Experts, Highfield will endeavour to do so within five working days.
- 2.5 Highfield will publish its price list on a biannual basis. All customers will be given reasonable notice in the event that changes are made to the fee structure.
- 2.6 Centres and learners will always be in a position to contact Highfield who will endeavour to answer all queries or locate an appropriate Highfield representative to assist within one working day. Should the query require a more detailed response, Highfield will endeavour to provide this within five working days.
- 2.7 Highfield will, from time to time, visit Centres to maintain personal contact and assist with their on-going delivery of Highfield qualifications.
- 2.8 Invigilators/Nominated Tutors and Learners are given the opportunity to fill out an evaluation form for each course/examination. This procedure is to encourage feedback relating to the qualification, the Centre's delivery, Tutor efficiency and any queries encountered throughout. All feedback received is monitored to

ensure Highfield's approach to the design and delivery of its qualifications is suitable and fit for purpose.

- 2.9 A prompt response will be given to Centres and learners in respect of any query related to Highfield.
- 2.10 Highfield will inform all Centres of any relevant issues/changes which impact the qualifications in which they are delivering and/or approved to deliver.
- 2.11 Highfield is self-aware with regards to the service it offers and therefore meets on a regular basis to consider ways in which the service can be improved. Any developments arising from such meetings will be communicated to all Approved Centres.

3. **Approval Process**

- 3.1 Highfield's Centre Application is an online process and can be found via its website; www.highfieldqualifications.com.
- 3.2 Highfield will endeavour to acknowledge applications for Approved Centre status within 1 working day.
- 3.3 Should an approval visit not be required, Highfield will endeavour to process Centre Approval applications and notify Centres of the outcome within 7 working days following receipt of an application.
- 3.4 Where an approval visit is required, Highfield will endeavour to carry out this visit within 10 working days from completion of the application and receipt of any additional information requested in order to confirm approval in principle.
- 3.5 Highfield will provide Centres with the outcome of the approval visit within 10 working days of the visit.
- 3.6 All Centres and/or tutors wishing to apply to become approved with Highfield are charged a mandatory application fee that may change from time to time.
- 3.7 Prior to granting approval, Highfield will provide Centres with access to all policies and procedures in which they must abide by. Centres will then be presented with Highfield's Centre Agreement and requested to sign a Declaration to confirm their compliance.
- 3.8 It is important to note that Highfield reserve the right to decline any application it receives at its absolute discretion.
- 3.9 In the event that the application is unsuccessful or you choose to withdraw your application Highfield will not issue a refund.

3.10 Highfield conducts a number of quality assurance checks on applications; these checks are reviewed continually to maintain the high quality standards. The application fee covers the administrative costs and processes behind all applications. By submitting an application form and accompanying fee, Centres and/or tutors are deemed to have accepted this condition. This is also highlighted during the approval process itself.

3.11 Following approval, Approved Centres will be granted a dedicated Customer Support Officer. This could be the same person that overlooked the application process. The Customer Support Officer is the Centres first port of call for advice and guidance in terms of their delivery and administration of Highfield qualifications and will be in a position offer any appropriate support.

4. **Service**

4.1 Highfield will endeavour to dispatch examination papers and/ or assessment materials within 2 working days of a request and within 1 working day on payment of an additional charge where an urgent request is made.

4.2 Highfield will endeavour to process examination orders within 1 working day of receipt.

4.3 Highfield will endeavour to dispatch multiple choice examination results and certificates within 7 working days. Level 4 results will be dispatched within 10 working days.

4.4 Highfield will endeavour to:

4.4.1 Dispatch certificates within 7 working days from receipt of certification replacement request.

4.5 Highfield will issue unit certificates upon request from the Centre or direct from the learner. To enable us to do this, Highfield require Centres to provide full learner details, including:

4.5.1 Learner name (as registered with Highfield);

4.5.2 Learner Date of Birth;

4.5.3 Date of Learner Registration/ Date(s) of Course;

4.5.4 Unit Title/ Qualification; and

4.5.5 Centre name or number.

4.6 For the avoidance of doubt, Highfield reserves the right not to issue unit certificates in the event the details referred to in 4.5 above are not provided.

- 4.7 In order to ensure the integrity of Highfield Qualifications, we will continuously Quality Assure the systems in place and modify them if necessary. Learners and Centres will be kept fully informed in writing of any such changes.

5. **Internally assessed qualifications:**

- 5.1 In instances where a centre offers qualifications that are internally assessed, the following service levels apply:

5.1.1 The EQS Team will endeavour to acknowledge requests for certification in instances where the Centre requires EQS approval within 2 working days to arrange for sampling of learner work to take place.

5.1.2 The date of the engagement will depend upon the availability of your centre personnel and our visiting officers. On each occasion, we will offer the earliest dates available for consideration.

5.1.3 Where learner work is available electronically, we may consider a 'remote' sample. In these instances, we will endeavour to complete this within 10 working days of receipt of the work.

5.1.4 Following the engagement, the EQS Team will endeavour to send the engagement report to your centre within 5 working days.

5.1.5 For centres who have achieved direct claim status for a qualification (where every component is internally assessed/centre marked), we will endeavor to process certificates the following working day from receipt of a claim for certificates.

6. **Complaints and Appeals Process**

- 6.1 Highfield has put procedures in place to advise potential and Approved Centres and learners how to raise complaints and appeals. This is available on the Highfield website.

7. **Approved Nominated Tutors**

- 7.1 Highfield requires that the Nominated Tutors used by its Approved Centres have relevant, current qualifications in order to conduct Highfield examinations/assessments. To meet this requirement, Centres must have all proposed Nominated Tutors approved by Highfield prior to the delivery of qualifications.

- 7.2 In respect of the application process for Nominated Tutor status, Highfield will endeavour to:

- 7.2.1 Ensure that learners and Centres are fully aware of the process involved by means of clear instructions in the administrative process and on the Highfield website;
- 7.2.2 Acknowledge receipt of applications for approval within 1 working day;
- 7.2.3 Process applications and follow up Nominated Tutor references within 10 working days;
- 7.2.4 Inform Centres of Highfield's decision within 20 working days of the receipt of the application.

8. Highfield Fees

- 8.1 A full price guide for all charges and fees relating to Highfield can be found on the Highfield website.

9. Use of Language

- 9.1 Highfield does not normally offer examinations or specifications in Welsh, Irish (Gaelige) or Scottish (Gaelic). Should the Awarding Organisation be requested to provide qualifications or assessments in languages other than English in the future, material will be expressed in Wales in Welsh and English, in Northern Ireland in Irish (Gaelige) and English and in Scotland in Scottish (Gaelic) and English.

10. Contact Details

- 10.1 All queries from Learners or Centres should be made to:

Highfield Customer Service Team on 01302 363277 or e-mail at customerservices@highfield.co.uk