

Customer Service Statement

Crossfields Institute aims are to:

1. Advance, promote and develop education, training and research inspired by holistic and integrative approaches to education
2. Develop and/or provide for qualifications and awards relating to such education, training and research
3. Support learning and widen opportunity by recognising achievement through credit-based courses and qualifications

Quality of Service

Crossfields Institute is committed to providing a high quality, responsive, efficient and transparent service to its centres and learners. The services related to qualifications are delivered by Crossfields Institute working in conjunction with Approved Centres. All learners have the right to receive programme content that is relevant and continually updated and have access to a wide range of contemporary resources. The Institute is constantly reviewing and updating programme content to ensure its continuing relevance and fitness for purpose for all learners. We uphold the values and practices of constructive feedback, self-evaluation, peer review and ethical professional conduct. This applies to all aspects of academic work, including curriculum design and delivery.

We commit to:

- responding promptly to customer enquiries via telephone and email
- providing accurate and up to date information on the qualifications we offer
- providing guidance and support for centres and learners
- providing comprehensive information about our fees for qualifications
- providing comprehensive information about our policies and procedures

Responding to customer enquiries

By telephone

All telephone enquiries should be directed to Crossfields Institute head office on 01453 808118.

We aim to answer the telephone in person during office hours from 9.00am to 4.30 pm, Monday to Friday.

If calls are made outside office hours, callers should leave a message on the answering service, leaving a clear statement of name (spelling any unfamiliar words), telephone number, the time of calling and a short statement of the enquiry.

Crossfields Institute staff will endeavour to return any calls missed at the earliest opportunity, usually by the end of the working day following the date and time the message was left.

By email

Email enquiries should be directed to our central address at info@crossfieldsinstitute.com. We will endeavour to respond to them within 3 working days. Where this is not possible, we will let you know what the timescale will be for a response within 3 working days of receipt.

We will respond to feedback from our customers. If you have any comments about our service, we would like to know. Please contact our head office by calling 01453 808118 or email info@crossfieldsinstitute.com

Access to the Crossfields Institute office

Crossfields Institute is situated on the top floor of a historic building in Stroud. For this reason, lifts cannot be fitted to give access to the offices. Should visitors have mobility issues with stairs, they should let a member of staff know in advance and an alternative meeting place or method (telephone, Skype, Zoom) can be arranged.

Complaints

Should you wish to log a complaint about a situation that has affected you, our Complaints Policy gives details on how to submit a complaint and the procedures that will follow.

The policy can be found via our website, on the Awarding Resources page at:

<https://www.crossfieldsinstitute.com/>

Information about qualifications and programmes

Specifications for our regulated qualifications and information about other programmes are available on our website <https://www.crossfieldsinstitute.com/> via the Awarding pages

Fees for qualifications

Please see details of our up to date fees on the Crossfields Institute website, <https://crossfieldsawarding.org/fees/>. Registration fees are reviewed annually and any changes to prices will be posted on the website.

Crossfields Institute Policies and Procedures

The Crossfields Institute website <https://www.crossfieldsinstitute.com/> contains details of all our policies and procedures, via the Awarding Resources pages which are available to download.

Appeals

If you have logged a complaint and are not satisfied with the outcome, our Appeals Policy will give you details on how to submit an appeal and how and when we will respond.

The policy can be found via our website, on the Awarding Resources page at:

<https://www.crossfieldsinstitute.com/>

Malpractice/Maladministration

Should a malpractice or maladministration issue occur that you need to inform us about then please refer to our Malpractice and Maladministration Policy.

The policy can be found via our website, on the Awarding Resources page at:

<https://www.crossfieldsinstitute.com/>

Use of Welsh and/or Gaeilge

Currently Crossfields Institute provides its qualifications and assessment materials in English to centres in England, Wales and Northern Ireland. Crossfields Institute does not, currently, conduct external assessment for any qualification.

If external assessment is provided for any qualification in the future and a centre requests external assessment in Welsh or Irish, Crossfields Institute will review the business case and if it is reasonable to do so will:

- arrange for translation of assessment materials into Welsh or Irish (Gaeilge) by a professional translation agency, which can currently take up to 4 months
- ensure the assessment produced by the candidate is translated into English by a professional translation agency for marking purposes

Last Review Date: August 2020

Next Review Date: September 2021

Reviewed by: Alison Richards