



## **Enquiries**

### **Introduction**

This document sets out the ECITB enquiries policy and procedure and is aimed at our Approved Centres, learners and all interested parties who encounter a direct or indirect service from the ECITB Awarding Body.

We value all the centres delivering our qualifications and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have queries that you raise them with us immediately so that we may address them and if appropriate learn lessons from them.

All enquiries made with us will be logged to identify any trends or difficulties users may be encountering. The log will be reviewed periodically with a minimum frequency of once per year.

### **Scope**

This policy covers enquiries learners, members of the public or centres may wish to make in relation to the qualifications and associated services offered by ECITB Awarding Body.

This enquiries procedure is not to be used to cover appeals or complaints in relation to decisions made by ECITB. These areas are covered by our Appeals Policy and Complaints Policy. Should an enquiry be submitted which is in fact a complaint or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our Appeals or Complaints policies.

If your enquiry is prompted because you are unhappy about the way an assessment was delivered and conducted and/or you suspect malpractice or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

### **Approved Centres' Responsibility**

Approved Centres should take all reasonable steps to ensure that their staff involved in the management, assessment and quality assurance of our qualifications, and their learners, are aware of the contents of this policy.

### **Review Arrangements**

We will review this procedure as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, learner or regulatory feedback (e.g. to align with any enquiries process established by the regulators) and to identify any trends that may emerge in the subject matter of enquiries received.



## **How Should I Make an Enquiry?**

All of our staff are trained to help our customers and they want to help.

Centres are encouraged to contact their assigned external quality assurer (EQA) with any enquiries in the first instance. They are the nominated initial point of contact for the ECITB Awarding Body and have the requisite level of knowledge and understanding of ECITB's range of qualifications, policies and procedures.

Enquiries about registration, certification, approval of assessment team members or other administration activity should be submitted to 'ECITB VQ Administration' at ECITB's head office using the contact details at the end of this manual.

Enquiries may be submitted face to face or by telephone, e-mail or letter.

## **If I Make an Enquiry What Details do I Have to Give?**

When you contact us, please give us your full name and contact details including a daytime telephone number along with:

- a full description of your enquiry (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any written material e.g. papers or letters to do with the enquiry

## **What Will Happen to my Enquiry?**

We will acknowledge receipt of your enquiry within 2 working days, letting you know who is investigating/ researching your enquiry.

We aim, where possible, to satisfy all enquiries within 5 working days. If your enquiry is complex, or involves people who are not available at the time, we may have to extend this to a maximum of 20 working days. If this is the case we will endeavour to keep you informed of progress. We may contact you within this period if we need to seek further information or clarification (in some instances we may recommend a meeting).

## **What if I am not Happy with the Reply?**

If we are unable to fully satisfy your enquiry you have the right to seek help from other parties in the ECITB Awarding Body. You are free to redirect your enquiry with line management in this event. Please see contact details at the end of this manual.

If you are still unhappy with the outcome of your enquiry provided by ECITB you can, where you consider it relevant, make a formal complaint using the procedures outlined in our Complaints Policy.



If you have any queries about any aspect of this process, please contact:

VQ Administrator  
Engineering Construction Industry Training Board  
Blue Court  
Church Lane  
Kings Langley  
Hertfordshire  
WD4 8JP

☎: 01923 260 000

@: [Qualifications@ecitb.org.uk](mailto:Qualifications@ecitb.org.uk)

💻: [www.ecitb.org.uk](http://www.ecitb.org.uk)