



## **Creative Ed International Customer Service Policy**

At the heart of Creative Ed International (CEI) services, educational programmes and courses is solid commitment to how we want to work with our clients. Creative Ed International aims to provide you with excellent customer service, standards, quality of delivery and experience.

All staff and partnership recruits are trained and committed to provide you with:

- Providing courteous and efficient service to every customer, client, stakeholder, and learner
- Providing accurate, timely and informed responses to queries
- Treating all clients, stakeholders, and customers equally
- Ensuring fair and open assessment for all staff, candidates and learners

Staff, depending on their role, have specific KPI's to work towards upholding these commitments.

### **Quality Assurance checks**

Creative Ed International do not 'just deliver' we aim to excel. We achieve this by having an internal procedure to ensure we are constantly enhancing, reviewing, updating, and improving our services.

We do this through an internal quality inspection in every area of our work. The key indicators are:

- Robust staff training, monitoring and CPD procedures
- All staff are monitored that they are working to meet our standardised customer service KPIs and targets
- The use of internal and external inspection/ inspectors and sampling of work
- External awarding body assessors/ moderators and standardisation officers.
- Robust and demanding training for CEI examiner/assessors along with ongoing CPD and further training as necessary
- Industry consultation for course and programme development
- Ongoing reviews to ensure qualifications and course work remains current and fit for learner purpose
- Reviews of our customer feedback and complaints/ appeals
- Reviews of our staff, quality committee and stakeholder feedback

## Customer Response Times:

Creative Ed International is an international company whose offices are based in the UK; its directors work globally. We aim to respond to all emails within 5 working days. However more complex enquiries may take longer to resolve, and queries may take up to 14 days for full responses. Please bear with us to ensure a quality response. You will be given the mobile number that connects you directly to the Director overseeing your area of work or business.

Key Performance Indicator Markers:

Robust staff training, monitoring and CPD procedures	All staff and examiners to receive induction, an annual appraisal/ review with feedback and CPD plan relevant to role
All staff are monitored that they are working to meet our standardised customer service KPIs and targets	Work sampling by line managers and personal KPI targets in line with organisations priorities
The use of internal and external inspection/ inspectors and sampling of work	An internal inspection system for department checks is to be conducted by department managers to align with the criteria set by external inspectorates and company standards/ KPIs
External awarding body assessors/ moderators and standardisation officers.	An external verifier is employed to sample and report to the quality advisory committee. Freedom of information is allowed to nominated external awarding bodies/ agencies and moderators under GDPR guidelines and technological security procedures (protected passwords/ encryption).
Robust and demanding training for CEI examiner/assessors along with ongoing CPD and further training as necessary	Regular sampling and annual standardisation and examiner refresher events are to be conducted by the External verifier/ Directors and Principal Examiners for each core syllabus. A robust recruitment, training and monitoring process is in place for new examiners.

Industry consultation for course and programme development	A Quality Advisory Board includes genre specialist board members and can invite specific guests to consult when required covered by a Non-disclosure agreement.
Ongoing reviews to ensure qualifications and course work remains current and fit for learner purpose	Annual reviews are assigned to the Quality Advisory Board/ Directors/ Principal Examiners and are informed by industry specialist consultation, data sets and engagement.
Reviews of our customer feedback and complaints/ appeals	Customer feedback, complaints and appeals are managed and reviewed by the Directors and Quality Advisory Board
Reviews of our staff, quality committee and stakeholder feedback	Quarterly and Annual reporting requirements from Principal Examiners, Directors and Area Representatives based on data collections.

**CREATIVE ED INTERNATIONAL AIMS TO TURN EVERY COMPLAINT INTO A POSITIVE FOR OUR CUSTOMERS.**

**WE WILL ENDEAVOUR TO DO OUR BEST TO DELIVER A GOOD SERVICE AND OFFER REASONABLE AGREEMENTS WHERE REQUIRED.**

**YOUR BUSINESS IS IMPORTANT TO US!**