



Customer Service Statement

JUNE 2023

Gold standard qualifications for Hospitality, Culinary & Tourism

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Customer Service Statement

CTH is committed to providing exceptional customer service. We believe that responsiveness and flexibility is essential in our communication with both centres and students.

1. Accessibility of CTH Staff

CTH is committed to taking all reasonable steps to ensure that its centres and students have access to CTH products and services:

- The CTH office operating hours are 8.30am to 5.00pm Monday to Friday, excluding UK Bank Holidays and the period between Christmas and New Year.
- The CTH website, www.cthwards.com, and the CTH Members' website, <https://members.cthwards.com>, are available at all times. CTH is committed to ensuring the websites are kept up to date with the documentation and policies required by centres and students.

2. Approved Centre Support

Only CTH approved centres are authorised to deliver CTH qualifications and administer CTH assessments. CTH is committed to supporting approved centres by enabling them to deliver exceptional standards of customer service for CTH students.

CTH will:

- Acknowledge all approved centre enquiries and requests sent to info@cthwards.com, by email within two working days, and respond within ten working days.
- Process and respond in writing to all approved centre applications within 30 working days. Where additional information is required, the process may take longer.
- Publish assessment schedules for all CTH qualifications for the forthcoming year by September each year.
- Publish fees for the forthcoming year by July each year.
- Provide a Centre Manual for all approved centres, at the point of approval, that includes information on all CTH processes from student registration to certification which directs approved centres to CTH policy documents. This is also available on the Members' website.
- Provide support materials for centres and lecturing staff for all CTH qualifications a centre is approved to deliver.
- Provide past examination papers to approved centres via the CTH Members' website.
- Provide training workshops throughout the year for centres delivering our qualifications. Information on training workshops available from marketing@cthwards.com.
- Develop bespoke training workshops on request.
- Audit the performance of its approved centres on an annual basis as part of the re-approval process. Details of the re-approval process can be found in the Centre Manual.
- Keep approved centres updated with changes in syllabi, assessments, policies, procedures and all other key information via an approved centre email.

3. Centre Student Administration

Administrative procedures are outlined for approved centres in the CTH Centre Manual via the CTH Members' website.

CTH is committed to supporting centres from registration to certification with the following service levels:

- Register student memberships for CTH qualifications within one week of receiving them.
- Process exemption requests for units on CTH qualifications within two weeks of receiving the appropriate form and relevant fee.
- Respond to requests for reasonable adjustment within five working days. A copy of the CTH Equal Opportunities Policy and Reasonable Adjustment and Special Consideration Policy are on the CTH Members website.
- For paper-based examinations, CTH will provide exam papers no later than one hour before the start of the examination, to enable Centres to make sufficient copies for registered students.
- Provide approved centres with assessment materials for assignments on the CTH Members' website no later than three months before the final submission dates.
- Provide centres with assessment results (electronic transcripts) and qualification certificates as shown on the relevant CTH Assessment Timetables published on the CTH website, www.cthawards.com.
- Issue replacement certificates within two weeks from the date of authorisation of request, on receipt of the Certificate Reprint Request form and associated fee.

4. Communication

To keep you up-to-date with CTH products and services, CTH will provide the Centre's nominated CTH Responsible Officer with:

- Qualification and assessment materials in English. A position statement on the CTH Language Policy is available on request.
- Revised qualification information or course materials for the qualifications they are approved to offer whenever changes are made. These will be available via the CTH Members' website.
- A written withdrawal plan, including exemption and credit transfer options and information on a final assessment timetable for any qualification CTH is planning to withdraw from its portfolio or the regulatory framework.

5. Feedback on Student Performance

CTH will provide a written report from the Chief Examiner after every examination which outlines the strengths and weaknesses of the cohort and provides centres with feedback on improving standards. This report will be made available via the website, www.cthawards.com, after the results are declared.

6. Complaints Procedure

CTH welcomes feedback on any aspect of its products and/or service by email at any time.

Formal complaints about the quality of CTH customer service, its qualifications or assessment should be sent in writing via the info@cthwards.com email. Note that student complaints must first be dealt with via the Centre's own complaints system.

CTH will acknowledge the receipt of all complaints within five working days. CTH will investigate the complaint and respond in writing within 20 working days.

If the complainant is dissatisfied with the response, he/she may request in writing that the complaint is referred to the CTH Director of Partnerships, who will investigate and respond to the complaint in writing within 30 working days.

7. Points of Contact

CTH Customer Service and General Comments:

Email: info@cthwards.com

CTH Website:

www.cthwards.com

CTH Members' Website:

<https://members.cthwards.com>