

# CUSTOMER SERVICE STATEMENT

## 1. Service Aim

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ABE is committed to providing each customer with a transparent and efficient service. Our aim is to provide the best service to our customers.

ABE Staff are committed to:

- Providing calm, courteous and efficient service to every customer
- Providing accurate and informed responses to academic queries
- Providing timely responses to customer queries in line with our SLAs
- Treating all customers equally
- Ensuring fair and open assessment for all learners

## 2. Issue and review

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The date of issue of this policy is November 2020. This policy will be reviewed annually.

## 3. Data

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ABE will comply with the terms of the General Data Protection Regulations (GDPR - 2018) and the UK Data Protection Act 2018 in full. ABE's data collection from centres and learners is always proportionate to its awarding activities and functions. ABE will not distribute sensitive personal data given by learners for the purposes of assessment to third parties for any reason other than for the completion of assessment and the certification of awards. ABE will not sell any sensitive personal data to third parties under any circumstances unless expressly authorised in writing by individual learners.

ABE will always protect learner confidentiality by releasing results only to the accredited centre where the learner is registered or to the named learner directly.

## 4. Appeals and Complaints

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Please see the ABE Student Portal for a copy of our Appeals and Complaints Policies and ways to make an Enquiry About Results (EAR), an Appeal or lodge a Complaint.

All EARs and Appeals should be sent to: [assessment@abeuk.com](mailto:assessment@abeuk.com)

All Complaints should be made in writing to: [complaints@abeuk.com](mailto:complaints@abeuk.com)

## 5. Quality Assurance

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ABE has a robust quality assurance process which aims to provide the best quality syllabuses for customers, as well as a strict monitoring of assessment standards to retain consistency and academic rigour.

ABE's key quality checks include:

- Moderation, standardisation and verification of unit assessment
- Moderation and verification of qualification certification
- External annual accreditation and quality assurance of accredited partner teaching institutions
- Robust and demanding training for members of the assessment team along with ongoing CPD and further training as necessary
- Stakeholder consultation for syllabus development
- Ongoing reviews to ensure qualifications remain current and fit for purpose
- Annual reviews of customer feedback following assessment sessions

## 6. Issue of certificates

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ABE will under normal circumstances issue results and certificates with the following deadlines:

Results:

- Level 4-6 Diploma unit results will be released to centres and learners on or before the published dates on the ABE Portal following each assessment session
- Short Award results will be released to centres within six weeks of the assessment cycle start date (1<sup>st</sup> each month)

Certification:

- Certificates for the Level 4-6 Diploma suite will be issued to learners successfully completing their Diploma within twelve weeks of the official publication of results
- Certificates for Short Awards will be issued to successful learners within six weeks of the issuing of results

## 7. Replacement Certificates and Transcripts

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ABE can supply replacement certificates and transcripts to learners for qualifications accredited by Ofqual (between 2010 and the present). Learners should complete and send a Certificate Replacement Form either by email to [admissions@abeuk.com](mailto:admissions@abeuk.com) or by post to ABE's main postal address in New Malden:

*ABE  
New Malden Business Centre  
48-50 Coombe Road  
New Malden  
Surrey KT3 4QF*

Please note that all replacement certificates issued to learners will be marked as such. ABE cannot issue replacement certificates for any award made prior to 2010 on certificates marked with the Ofqual logo. ABE cannot guarantee to replace certificates in cases where the applicant is unable to verify their bona fides, by providing a membership number, date of birth and details of the centre where the learner was registered for the award.

## 8. Accessing Syllabuses and Other Information

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ABE publishes in English, free of charge, and with full public access, the syllabus specification for every current accredited qualification it offers on [www.abeuk.com](http://www.abeuk.com). Other learner related information (for example, Copies of ABE policies, Study Guides and copies of past assessment materials and mark schemes) is made available to registered learners on the ABE Student Portal.

## 9. Fees and Dates

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Information on fees for every registered qualification offered by ABE as well as dates for application and assessment where applicable can be found on the ABE website – [www.abeuk.com](http://www.abeuk.com).

## 10. Responding to customer enquiries

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All telephone and email enquiries regarding the UK and Ireland and any other country without an official ABE representative should be directed to the head office contacts below.

All countries with official ABE representation have their own regional contact number and email address.

### By telephone:

The telephone will be answered in person during office hours from 09:30 to 17:00 (UK time), Monday to Friday. The contact for the head office is: +44(0)20 8329 2930.

**\*Please note that the office will be running a limited telephone service for the Coronavirus pandemic and lockdown regulations. Please use the email contacts below as an alternative to contacting by telephone.**

### By email:

If you are contacting the office outside of the phone hours or prefer to communicate by email, please use the relevant email contacts:

General enquiries	<a href="mailto:info@abeuk.com">info@abeuk.com</a>
Admissions	<a href="mailto:admissions@abeuk.com">admissions@abeuk.com</a>
Complaints	<a href="mailto:complaints@abeuk.com">complaints@abeuk.com</a>
EARs and Appeals	<a href="mailto:assessment@abeuk.com">assessment@abeuk.com</a>