

CUSTOMER SERVICE STATEMENT



The Pensions Management Institute (PMI) is committed to providing a customer focused and professional service to all its approved assessment centres, and also students and candidates taking any of our qualifications.

Registration of Interest - Anyone registering interest in any of our qualifications and/or becoming approved centres will be contacted by a member of the Qualifications Team within three working days.

Correspondence and Queries - All telephone calls will be answered promptly during normal office hours between 9:00 am and 5:00 pm. All correspondence requiring specific expertise will be responded to within two working days of receipt.

Registration – Where it is appropriate, you will receive confirmation of qualification registration within ten working days on receipt of payment.

Examination Entries – You will receive confirmation of examination entries within ten working days of receipt of payment.

Examination Results - These will be issued in accordance with the appropriate regulations specified for each of our qualifications as published on our website and in other literature.

Examination Certificates – These will be issued with results or within one week of results being posted.

Unit Certification - Applications for unit certificates for work based units will be completed and issued within ten working days from receipt of payment.

Final Certificates - Applications for final certificates will be completed and issued within ten working days from receipt of payment.

For qualifications with framed certificates, these will be issued within four weeks of receipt of payment.

Centre Approval Applications – When an application form and the appropriate fee to become an approved centre is received by the Qualifications Team it will be acknowledged within five working days.

Add a Qualification to an existing Centre – When an application form and the appropriate fee to add a qualification to an existing approved site is received by the Qualifications Team, it will be acknowledged within five working days.

Centre Approval Visit – The allocated External Verifier (EV) will contact the centre to arrange an approval visit. The visit should take place within six weeks of the approval application form being received by the Qualifications Team. A copy of the report produced by the External Verifier following the visit will be sent to the centre within four weeks of the visit taking place.

Centre Approval - The EV's visit report and recommendation will be considered by the Director of Learning & Education, and a notification of decision on approval/non approval will be sent to the centre at the same time the copy of the visit report is sent. If approval has been granted then a Centre Certificate will also be included with the notification.

Transfer – Requests to transfer existing Vocational Qualification (VQ) candidates from one vocational qualification to another are carried out within five working days of receipt of the form/payment.

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External Verification of VQs - In addition to the approval visit, some centres may have external verification visits – as follows:

For single sites:

- One visit per year if there are ten or fewer candidates in the centre
- Two visits per year if there are 11 or more candidates in the centre.

For Multi-Site Centres

Visit allocation is based primarily on the number and location of all sites that make up a multi-site centre. All sites that make up a multi-site centre will be visited over a period of time – at the very least it is over a two year period.

During each visit the EV will prepare a report and will agree an action plan. A copy of the report will be sent to the centre within four weeks of conducting the visit.

Centre Mailings - All approved VQ centres will receive annual copies of our centre newsletters and updates, publications and leaflets on an ongoing basis.

Fees - A full set of fees and publications associated with our Qualifications are available on our website: www.pensions-pmi.org.uk.

Helpline – The Qualifications Team at Tower 42 will always be available to deal with your queries by using the contact details at the bottom of this page.

Appeals – As PMI offers a variety of qualifications utilising a wide range of assessment methods, specific appeal procedures are detailed in the guidance notes for each qualification which can be accessed via our website or by hard copy on request.

Complaints - If you wish to register a formal complaint please write to the Director of Learning & Education at The PMI. Receipt of all complaints will be acknowledged within three working days.

Orders and Bookings - We will despatch orders and acknowledge bookings within five working days of receipt of payment.

As a small specialist awarding organisation, our commitments are to provide the best possible support for our candidates, provide a superior standard of service to our centres, and above all, to lead the market in terms of quality. If we fail, please let us know. We will do our best to resolve the problem and will advise you of the action taken.

We are sensitive to the needs of candidates requiring assessment opportunities through the medium of Welsh or Irish. There is an opportunity to request this medium on all application forms.

The Pensions Management Institute

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September 2017