

VetSkill Customer Service

The way in which our qualifications are delivered is key to the reputation of VetSkill and our Centres. We will therefore support Centres and learners in every possible way to help you meet our quality standards.

VetSkill's service commitment

Communication

We will:

- be easy to contact during our office hours of 8.30am to 4.30pm Monday to Friday, excluding Bank Holidays. At least one month in advance of any planned office closures we will post a notice on our website
- answer queries courteously, promptly and knowledgeably
- acknowledge and respond to correspondence (letters and emails) within five working days of receipt
- respond to routine telephone queries within two working days of receipt of your call
- answer detailed telephone enquiries within five working days of receipt of your call
- ensure that our published information is accessible, easy to understand and up-to-date

Registration and certification of learners

We will:

- process learner registrations within five working days of receipt of a valid application
- issue multiple-choice external examination results within 20 working days of a test date
- publish a result schedule for other types of external assessment
- issue qualification certificates within seven working days of receipt of a valid claim

Support

We will:

- provide an informative and accessible website where you can find up-to-date information for learners and Centres and download publications free of charge
- offer networking and training events throughout the year
- provide exemplar examination and assignment materials
- send email bulletins and a regular newsletter
- support the development of new Centres

Approval and quality assurance

We will visit your Centre within two months (one month for fast track) of completing a desk-based review of your application for centre approval. Provided that you meet the approval criteria, have submitted all documents we have requested and provided satisfactory responses to any queries we have made we will confirm centre approval within 10 working days (five working days for fast track) of the visit.

We will normally confirm approval to deliver additional qualifications within 10 working days of receiving your qualification approval application form. Where a visit is deemed necessary to check resources we will inform you promptly and will arrange this within one month.

We will allocate you a named Quality Visitor (QV) when you receive confirmation of qualification approval. Your Quality Visitor will:

- visit your Centre at least once a year and visit a sample of work based locations where relevant, to the qualifications you offer
- provide you with an annual visit plan detailing the visits and other quality assurance activities to be undertaken
- give you a minimum of 40 working days' notice in relation to routine quality visits
- provide you with immediate oral feedback following each visit, along with the opportunity to discuss findings and possible actions
- provide a written report within 10 working days of the visit date

Fees

Our fees are reviewed annually. We will notify you of any changes at least three months in advance of implementation.

Appeals and complaints

We will make every effort to resolve concerns that you may have. All enquiries, complaints and appeals should be addressed to the Standards Manager.

The VetSkill appeals procedure in relation to assessment and quality assurance decisions is set out within the VetSkill Operational Guide for Centres. We make a charge for the consideration of appeals, which is fully refundable in successful cases.

Helping us to help you

We can support you more effectively if you:

- quote your Centre number, and learner numbers where appropriate, on all correspondence with us
- refer to our publications and disseminate them to staff and learners promptly
- observe instructions, especially on application forms, e.g. registration and examination applications
- keep appointments with VetSkill representatives
- tell us promptly about any specific problems – by letter, email or telephone
- make the focus of your call clear if you telephone, e.g. registrations, Centre visits, examinations etc. so that we can direct you to the appropriate person quickly
- respond promptly to our enquiries or requests for further information

Contacting us

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