



CACHE Customer Service Charter

Our customer service
pledge to you

cache
nurturing achievement

Our customer service pledge to you

Customer support

- We will endeavour to answer your calls in less than 45 seconds.
- If we can't resolve your query there and then we will ensure an expert responds to you within 2 working days from the time of first contact or update you on the progress.
- All communication sent to info@cache.org.uk will be responded to within 2 working days.
- We will allocate a dedicated Regional Development Executive to help you with your business development needs and to guide you through our portfolio of qualifications.
- We will provide online registration, certification and qualification support resources via cachezone.

Recognition & approval

- We will acknowledge a Centre recognition request within 2 working days. Once recognised, we will arrange a qualification approval visit within 7 working days.
- On completion of your submission, you will receive a qualification approval decision immediately after our visit.
- We will provide streamlined qualification approval across our portfolio of qualifications.
- If qualification approval is not initially given we will provide detailed feedback to help you meet the necessary requirements for reapplication.

Support materials

- We will provide free downloadable support materials for all our qualifications. Where appropriate, printed copies will also be available at a reasonable charge.
- We will dispatch all stocked materials within 2-5 working days from when you place your order.
- For qualifications offered in Wales we will support Centres by producing qualifications information and assessments in the Welsh language, upon request.

Registrations & Examinations

- Learner registrations will be processed and PINs issued within 1-5 working days.

- Examination entries may be made up until the date published on the External Assessment Timetable.
- Examination materials will be delivered at least 8 working days before the exam.

Reports & information

- External assessment reports will be provided with all examiner marked assessments.
- Chief Examiner reports will be published as appropriate, online, in a downloadable format.
- We will provide an online service to generate learner grade analysis and performance reports through cachezone.
- We will annually issue the our fees list on cachezone and provide updates when new qualifications are added to the portfolio.
- We will provide regular updates on qualifications, examinations, training and funding by email and/or on cachezone and the public website.

Results & certification

- External assessment results will be made available no later than the publication date specified in the External Assessment Timetable on cachezone.
- Internal assessment results can be viewed online once entered by your Centre.
- Certificates will be dispatched within 10 working days from request (including reprints and replacement requests).

Post assessment queries

- We aim to complete priority reviews / re-marks within 10 working days.
- We aim to complete standard reviews / re-marks within 14 working days.

Events & training days

- We will provide a comprehensive training programme to support the delivery of our qualifications. Bespoke training can also be organised to meet specific requests.
- We will respond to all booking requests within 2 working days.

Because quality and service go hand in hand

We understand quality and great customer service go hand in hand. That is why we are dedicated to providing outstanding qualifications backed by professional customer service – ensuring you have the support and information you need, when you need it. Add to this our specialist knowledge in the care and health arenas and you can see why our qualifications have real significance in the sector, for training providers, learners and employers alike. Our quality and expertise were reflected in a recent independent survey, where 88% of customers said they would recommend us to their colleagues.

With such positive feedback from our customers, we have brought our specialist knowledge from our early years portfolio to develop our Early Years Educator qualifications. The EYE is the gold standard qualification for the child care sector, building on our quality and expertise. We see it as the successor to our previous market leader in the field, the NNEB.

Measuring our performance

To ensure we are providing you with the best possible service, we regularly measure our performance against the pledges laid down in our Service Charter.

We are proud to announce our 2015 customer experience survey revealed 89% of our customers showed overall satisfaction.

‘As an organisation we have been very happy with the support we have received from CACHE. We have worked with CACHE for many years and are happy to continue the partnership by offering new courses that are offered by CACHE.’

(Head of Department, Childcare)

‘CACHE have been extremely supportive of our centre. They have gone the extra mile and really share the vision of the our organisation. Therefore I would highly recommend them to others.’

(Senior Manager, Health and Social Care)

‘Whenever I have a query or a problem, the support I receive from CACHE is excellent. I love the fact that you don’t have an automated answering service and also that e-mails are responded to very quickly.’

(Managing Director, Supporting Teaching and Learning)

‘I would recommend CACHE due to the excellent customer service provided by the staff both on email and telephone, easy access and response by the external quality assurance team and good IAG.’

(Senior Manager, Assessment and Quality Assurance)

Keeping us informed - your comments and feedback

We value your opinion, so if you have any comments about our service or qualifications please let us know. We treat all comments positively and use them to improve our services.

Complaints

We take all complaints very seriously and have a commitment to learn from any errors. We will acknowledge complaints within two working days and they will be thoroughly investigated by a senior manager. Centres will be kept informed of all developments and notified in writing of the outcome.

Our Customer Support Team can be contacted on: 0345 347 2123 or email info@cache.org.uk

