



Operations Policy statement (Short Form)

We are committed to providing exceptional client service and set clear standards for customer care.

We work within a set of principles that benefit our clients, partners and staff: We will comply with all legislation, standards, statutory and other obligations, client policies and best practice, where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

Purpose

This short form policy summarises our aim to help us provide our clients with the highest standards of service. We regularly review our performance and consult with interested parties to help us improve the services we provide. We use our resources effectively and efficiently and provide clear, accessible information about our services. All enquiries and any complaints will be dealt with in a prompt manner. Detailed Policy Documents are available via our website

We aim to comply with the following standards of customer care:

Responding to correspondence

We will answer all correspondence in a timely and clear manner.
All correspondence to be answered within five working days.

Answering Telephone Calls

We will answer telephone calls in a prompt and helpful manner. The nature of our business means it is sometimes difficult to answer daytime calls. We will deal with any messages as soon as possible and within one working day. We will provide clear and straightforward information about our services to help our clients find the guidance needed. We will have one or more telephone enquiry numbers, email addresses and access points on our website for public enquiries.

Complaints Procedure

We will promptly deal with any complaints received.
We will respond to any complaints within 20 working days with either a full response or a progress report.

Equal Opportunity Of Access Of Services To All

We will do everything that is reasonably possible to make our services available to everyone with equal opportunity.

Fair Price Policy

We believe that long term business relationships are built on trust. It is our policy to be honest and open, providing our customers with quality services at a fair price, whilst also ensuring the sustainability of our business.

Our fair pricing policy promotes:

- Cost effective solutions
- Long term business relationships over short term profiteering – leading to real partnerships
- Supporting our customers
- Mutual trust – we are not a 'get rich quick' company, your success will be our success
- Buy with confidence
 - All our prices are shown upfront – no trying to fool you with inflated list prices and misleading discounts or added extras
- Profits are invested in improving our products and maintaining quality

We are committed to the success of our customers. Our pricing is based on our cost plus a reasonable profit margin to allow for continued growth and development of our business, employees and future product enhancements.

Our driving philosophy is that if Active Achievement remains profitable, competitive and customer focused then our future and that of our customers will be secure and prosperous.

Quality Assurance Policy (Short Form)

The aim of our Quality Assurance Policy is to monitor our training delivery and assessment practices in order to ensure that they meet or exceed national standards. To develop and maintain internal and external associations based on quality, belief and integrity. And so to encourage and uphold quality in all that we do.

Active Achievement operates a robust internal quality assurance system, to maintain the consistency and accuracy of assessments and ensure continual development of our working practices, resources, processes and procedures.

This supports our aim to encourage and enable knowledge gathering and realise achievement through quality delivery. We regularly monitor all of our courses through learner feedback and frequently review all training delivery taking place. Our Quality assurance attempts to ensure that all our courses.

- Remain fit for purpose
- Can be relied upon by learners, employers and other users of qualifications as an accurate and complete indication of learner knowledge and skills.

Qualifications and Awards

External Verification

Our internal Quality Assurance procedures are reinforced and assured by external quality assurers from the awarding body (Safety Training Awards). Verification includes either visits or sampling assessment and internal quality assurance evidence remotely.

Quality Assurance is carried out on an ongoing basis to ensure consistent assessment standards are maintained following our accrediting body's (and other awarding bodies') guidelines. This ensures that all learners being awarded a Safety Training Awards regulated qualification have met the agreed standard, and this standard is applied consistently by all assessors, across all providers of Safety Training Awards qualifications and all locations

Further Policy Documents

Quality Assurance Policies from the awarding body [More Details](#)

Active Achievement Policy Documentation

- Active Achievement – Safeguarding Policy
- Active Achievement – Quality Assurance (Detailed) Policy
- Active Achievement – Health & Safety Policy
- Active Achievement – Equality & Diversity Policy
- Active Achievement – Complains Policy
- Active Achievement – Appeals Policy


Enquiries and Appeals Policy

It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification in question. However, occasions may arise where the training provider or learner may wish to question a decision.

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Further information

Mr Richard Irvine
17 Raven Close
Hednesford
Cannock
Staffordshire
WS12 2LS

 07525 062540

 hello@active-achievement.co.uk

Richard Direct: 077525 062540 email hello@active-achievement.co.uk
www.active-achievement.co.uk