

CCEA CUSTOMER CHARTER



Rewarding Learning

Revised August 2017

CCEA Customer Charter

Welcome to the CCEA Customer Charter. The purpose of this Charter is to set out for you, our customers, the minimum standards you should expect when doing business with us. Through the Charter we want to:

- inform you about the standards you should expect from us;
- give you the name of a contact person if you want to make a comment on our service; and
- inform our staff about the service standards they should aim to provide to you.



What does CCEA do?

CCEA is the Northern Ireland Council for the Curriculum, Examinations and Assessment. We place learners, and those that have a concern for their educational, personal and social development, at the centre of our service delivery. We offer curriculum, assessment and examination services. We work in partnership with other education providers to ensure these services are tailored to meet local needs. CCEA awards a range of qualifications, monitors standards in examinations, and advises Government on what should be taught and assessed in Northern Ireland's schools and colleges. We are committed to providing the best service possible within the resources available to us.

Who are our Customers?

CCEA's customers are schools, colleges and other educational providers in Northern Ireland and beyond. Our customers are also employers, parents and learners for whom our products and services are developed.

Our Commitment to you

- We will do our best to meet or exceed the standards we have set ourselves
- We will monitor the extent to which we meet our service standards and the business improvements we have made based on the needs you have identified
- We will ensure that in all we do we respect your privacy, religious and cultural beliefs

What we ask of you

- treat our staff politely and with respect as they endeavour to respond to your queries, comments and/or complaints
- comply with our security protocols when you visit the CCEA building
- work in partnership with us as we seek to achieve our mission statement
- provide us with feedback on the services and products we provide so that the improvements we make are based on your needs and expectations
- comply with the deadline dates we set for our services

Our Corporate Standards

To be accessible to you we will

make our services available to those who wish to use them in Northern Ireland and beyond where appropriate

endeavour to provide our products and services in a variety of ways to meet the needs and preferences of customers

consider all requests for the provision of information, materials and publications in alternative formats for the purposes of accessibility for all our customers

try to make our publications as easy and straightforward to understand

enable web content accessibility for anyone with reading difficulties or who is visually impaired

ensure easy access to the CCEA main building for people with a disability

dispatch all orders for publications within 14 working days of receipt

To ensure effective communication we will

consider carefully all views and opinions you give to us

regularly consult on the products and services we provide

keep you informed about our work through our website www.ccea.org.uk, social media, news releases and a range of print materials that support our products and services

When you phone CCEA we will

aim to take your call between the hours of 8.30 am and 5.00 pm Monday to Thursday and 8.30 am to 4.35 pm on Friday (excluding Public and Bank Holidays)

identify ourselves by name and department on the telephone

answer telephone calls within four rings

take a message or let you leave a mailbox message, where the person you want to speak to by telephone is not available

be courteous and polite

When you write to us we will

aim to make, at least, an initial response to your letter, fax or email within five working days of receipt and a substantive response within one month

endeavour to respond in a clear, concise and easily understood manner

identify ourselves by name and department in written responses sent by us

When you visit us

if you have an appointment we will meet you within five minutes of agreed time of arrival

without an appointment we will try to meet you within 15 minutes of arrival

If you make a Freedom of Information (Fol) request we will

send an acknowledgement letter to you within five days of receipt and let you know when you should expect a full response

respond to your request within the 20 working day deadline and if this deadline cannot be met, notify you that there is likely to be a delay

notify you if the information requested is not held by CCEA and assist you in pursuing your request with another authority

advise you how to request an internal review if you are unhappy with the way CCEA has handled your request

If you make a complaint to us we will

make, at least, an initial response to your complaint within five working days of receipt

make a full response to a complaint (if required) within 20 working days of receipt. If this timeframe cannot be met, notify you that there is likely to be a delay

try to learn from your complaint to improve our service

Performance Indicators and Targets for Service Area Standards

Curriculum

We will

through advice to Government, ensure that the curriculum enables young people to achieve their full potential to develop as individuals and as contributors to society, the economy and the environment

provide teachers with appropriate guidance to assist in the implementation of the curriculum

ensure that teachers and pupils have equality of access to the Northern Ireland Curriculum

support schools in making accurate and consistent assessments at Key Stages 1 to 3 through exemplar materials, standard setting, events and school visits

Support school's own standardisation and understanding of Levels of Progression (within and between schools) through moderation



Qualifications

We will

provide Access Arrangements for candidates with particular needs, for example, question papers in large print format or in Braille

provide support for all our qualifications through, for example, school visits, support materials, organised events and telephone advice as appropriate

provide a dedicated examinations helpline for a 10 day period following the issue of the spring and summer GCE AS/A2 and GCSE results to assist centres, candidates and parents/guardians/learners with a wide variety of queries

acknowledge all applications for Enquiry About Results and Access to Scripts within seven working days of receipt

notify centres of the outcome of an examinations results enquiry (clerical check) within 10 calendar days of the request being received

notify centres of the outcome of an examinations result enquiry (review of marking) within 30 calendar days of the request being received

at GCE level and GCSE English Language, English and Mathematics, through the accelerated service, notify centres of the outcome of an examinations results enquiry within 15 calendar days of the request being received

at GCE level, an Access to Scripts before and enquire service request will be issued in accordance with Joint Council for Qualifications (JCQ) deadlines

at GCSE and GCE levels when a request is received for an enquiry along with a request for access to the script, dispatch the photocopy of the script within 10 working days after the dispatch of the result of the enquiry

continued...

We will

notify centres of the outcome of an appeal against examinations results within 50 working days of the appeal being lodged (any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 50 working days)

publish by the 1 September each year the CCEA Qualifications Admin Handbook on our website

publish charges information for a range of services for all qualifications at the beginning of each academic year

issue accurate examinations results to centres on the published dates

issue Essential Skills certificates in Literacy and Numeracy to all centres within the four week turnaround period (Direct Claim centres only)

issue examinations certificates to centres for the summer series in accordance with the deadline set by JCQ



Help us to help you

It is our responsibility to provide the best service we can to our customers; we welcome your help in doing this by making any comments, suggestions or complaints about the service you receive. You can do this through the Contact Us section on our website or by contacting:

Business Assurance

CCEA
29 Clarendon Road
Belfast
BT1 3BG

Telephone: (028) 9026 1270 (direct line)
(028) 9026 1200 ext 2349

Fax: (028) 9026 1233

E-mail: jmcgovern@ccea.org.uk

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COUNCIL FOR THE CURRICULUM, EXAMINATIONS AND ASSESSMENT

29 Clarendon Road, Clarendon Dock, Belfast BT1 3BG

Tel: +44(0)28 9026 1200 Fax: +44(0)28 9026 1234

Email: info@ccea.org.uk Web: www.ccea.org.uk

