

## **Customer Service Statement**

### **1.0 Learners, LCL and Approved Centres (AC).**

Learners undertaking LCL qualifications will;

- Be treated fairly, equitably and with respect by all members of LCL and the personnel of the AC.
- Be assessed and or examined by qualified and competent assessors and examiners in accordance with the assessment or examination criteria and qualification strategy.
- Receive performance feedback from the AC on their progress and where appropriate or necessary to be given and agree to a revised action plan to achieve their qualification.

LCL ensures;

- That the style and language of LCL and the AC's verbal and written communications and documentation are readily understood by learners and do not infer stereotyped or biased attitudes or behaviour.
- That LCL and or the AC will make reasonable adjustments and give special consideration to learners where this is deemed necessary and or beneficial to undertake and complete any examinations and or assessments.
- That LCL issues qualification certificates within the LCL standards of service, providing all examination and assessment documentation has been marked, assessed and quality assured as being complete and that all associated processes and procedures have been met by the learner, the AC and LCL.
- That LCL and or the AC respond promptly to any learner enquiries or concerns that may arise whilst applying for, progressing towards qualification or post qualification on any matters relating to the award made by LCL.
- That LCL and or the AC respond promptly to any complaints made by the learner to either LCL or the AC.
- That LCL will act promptly in initiating and conducting the appeals process and that the learner will be informed promptly of the decisions made.
- That LCL and the AC keep secure all learner personal and sensitive data in accordance with the Data Protection Act and other relevant legislation.
- Learners and or ACs are not required to purchase or use any LCL publications designed to support the delivery or award of qualifications.
- That learners or AC using any LCL publications will not be provided with any advantage over those who do not.

### **Language Policy.**

LCL makes its examinations, assessments and qualifications in English.

Requests for examinations, assessments and qualifications to be made available in Welsh and or Gaeilge must be addressed to the LCL Administration Manager.

LCL conducts its business by communicating with learners and ACs in English.