

CIEH Candidate Charter 2009

The CIEH Candidate Charter outlines the standards of commitment that can be expected of all CIEH-registered centres, trainers and staff to assist you in your learning. It presents clear guidance on what to expect from your trainer/centre and outlines procedures for candidate enquiries.

1 Communication

Most queries can be addressed by the CIEH-registered centre and trainer responsible for delivering your course. If, however, you do not receive a satisfactory response, you can call CIEH Customer Services directly on 020 7827 5800 between 08:30 and 17:30, Monday to Friday.

There is an option to leave a voicemail if lines are busy or you are calling outside of business hours. Alternatively, you can make contact by email – customerservices@cieh.org.

You may write to the Group Sales and Customer Service Manager at CIEH, Chadwick Court, 15 Hatfields, London SE1 8DJ.

2 Information

The CIEH-registered centre is responsible for providing you with appropriate pre-course information prior to commencing your training. This should include:

- the exact title of the qualification and the full name and contact details of the CIEH
- the course syllabus
- details of assessment and certification procedures
- details of the venue
- course start and finish times
- examination date
- a course programme with timings
- course aims and objectives
- topics and subjects covered
- details of acceptable forms of photographic identification that you must provide in order to sit the examination
- this Candidate Charter
- details of what options are available to you if you have special needs (see section 5).

Where appropriate, this information should also include:

- a map of the venue
- pre-course and course reading lists
- details of any dress code to be observed
- health and safety information.

Information relating to all current CIEH vocational qualifications is available at www.cieh.org/training. Details can also be obtained from Customer Services.

3 Candidate certificates

The CIEH aims to issue all certificates for scan-marked qualifications within 5 working days and manually-marked (unmoderated) qualifications within 7 working days.

You should keep your CIEH award certificates safe, in case evidence of your achievements is required at a future date. If you should ever need a replacement due to loss or damage, you may apply either through your centre or direct to the CIEH. Please note that there is a cost for replacement certificates.

4 Equal opportunities

The CIEH is committed to providing equal opportunities for all candidates. A copy of the CIEH Equal Opportunities Policy is available on request from Customer Services. Your CIEH-registered centre and trainer have also signed a formal agreement, committing them to providing equal opportunities for all candidates.

5 Reasonable adjustment for assessment

The CIEH is committed to providing all candidates with an equal opportunity to achieve qualifications through the provision of alternative assessment arrangements where necessary. You may need reasonable adjustments to undertake your assessment if:

- you have a permanent or long-term disability or specific learning need
- you have a temporary disability, medical condition or specific learning need
- you are indisposed at the time of the examination/assessment
- English is your second or an additional language.

If you believe that you will require reasonable adjustments, you must give your CIEH-registered centre as much notice as possible in order that it can make any necessary arrangements.

6 Special consideration for unforeseen circumstances

If you or your entire course group experience an unforeseen circumstance during an examination or assessment, for example a fire alarm sounds or a candidate falls ill, your trainer can submit details to the CIEH when your examination/assessment is sent to Examination Services for marking. The special circumstances will be considered and taken into account when your examination/assignment is marked and moderated.

7 Appealing against your results

If you are dissatisfied with your results, you have the right to appeal and request a re-mark. Initially, you should follow the centre's own appeal procedure. If necessary, the centre will then contact the CIEH to trigger the CIEH appeals procedure on your behalf. If this is not possible, candidates should contact CIEH Examination Services directly for a copy of the procedure and further details (examinationservices@cieh.org).

There is a fee for re-marking, but this is fully refunded if your appeal is upheld. You should be aware that the outcome of any re-marking could result in a lower mark being awarded.

The Examination Services Process Manager will write to your centre/trainer within 28 days with the outcome of the appeal. It is the centre's responsibility to communicate this outcome to you.

If you are not satisfied with the decision taken after your appeal, you may submit a further appeal to the CIEH through your centre no later than 14 days after receiving the outcome of your first appeal. This appeal will be considered by the Chief External Examiner, who is an independent arbitrator, and the Examination Services Process Manager will inform your centre in writing within 28 days of the Chief External Examiner's decision.

If you are not satisfied with the Chief External Examiner's decision, you can resubmit the appeal to CIEH through your centre no later than 14 days after receiving the outcome of your last appeal. This appeal will be considered by the CIEH Qualifications Board, which will include at least one independent professional with no connections to the CIEH. The decision of the CIEH Qualifications Board is final, and no further correspondence will be entered into.

8 Making a complaint

The CIEH is committed to ensuring that candidates are provided with the best possible information, services and products, whether direct from the CIEH or through the CIEH's registered centres and trainers. In order to fulfil its obligations, the CIEH continually monitors performance through regular surveys and a clear complaints procedure.

However, it is recognised that there may be occasions when service levels do not meet expectations and you may wish to make a complaint. You should initially contact your CIEH centre, which should be able to address your concerns. If, however, you do not receive a satisfactory response, you can contact the CIEH directly.

All complaints should be submitted in writing under confidential cover and addressed to the Group Sales and Customer Service Manager, providing a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

The Group Sales and Customer Service Manager will fully investigate the complaint and report back within 28 days. If you are not satisfied with the conclusion, you have the right to challenge it by writing to the Director of Product Development and Delivery (on behalf of the Awarding Body). The decision of the Director of Product Development and Delivery will be final and binding, and there is no obligation to provide a written explanation for the decision taken.

The CIEH will at all times strive to protect the anonymity of the complainant.

9 Quality Assurance

The CIEH regularly monitors the activity and performance of CIEH-registered centres and trainers using a range of methods, including audits and surveys. While rare, the CIEH also investigates every allegation of malpractice made against a CIEH-registered centre or trainer. If you have any concerns about any aspect of the delivery and assessment of a CIEH qualification, you can contact the CIEH in confidence, giving precise details of the allegation.

The CIEH also monitors the quality of customer care and performance at regular intervals. The accuracy, presentation and security of candidate results, registration data and other customer information are subject to close scrutiny by the management team. Systematic sample checking is also conducted, and all complaints are investigated.

10 Contacting the regulatory authorities

If you do not receive a satisfactory response to your query or concern from your CIEH registered centre or, subsequently, the CIEH, you can contact the authority that regulates awarding bodies. The contact details are as follows.

England

Office of the Qualifications and Examinations Regulator (Ofqual)

Spring Place, Coventry Business Park, Herald Avenue, Coventry CV5 6UB.

Switchboard: 0300 303 3344

(Monday to Friday, between 08:00 and 17:30)

Email: info@ofqual.gov.uk

Wales

Department for Children, Education, Lifelong Learning and Skills (DCELLS)

Welsh Assembly Government, Cathays Park Cardiff CF10 3NQ.

Phone: 0300 0603300 or 0845 010 3300 (English)

0300 0604400 or 0845 010 4400 (Welsh)

Email: webmaster@wales.gsi.gov.uk

Northern Ireland

Council for the Curriculum Examinations and Assessment (CCEA)

29 Clarendon Road, Clarendon Dock Belfast BT1 3BG.

Phone: 02890 261200

Email: info@ccea.org.uk