



CUSTOMER SERVICE STATEMENT

Customer Service Statement

The International Education Accreditation Council (IEAC) aims to provide high quality, relevant, responsive and efficient services to all stakeholders, including students and IEAC Accredited Institutions. IEAC Accredited institutions are supported in the strategic development of their on-going IEAC provision, including delivery, administration, assessment, quality assurance, strategic marketing, international partnership development. All IEAC staff are committed to providing these services in a friendly, responsive, accessible and prompt manner.

In delivering responsive and effective service in a supportive manner, IEAC aims to:

- ✓ Maintain responsive communication with IEAC Accredited Institutions using multimedia means to provide quality up to date information
- ✓ Undertake stakeholders' feedback on services on a regular basis and give responses on our actions
- ✓ Ensure our staff adhere to our code of ethics and conflict of interest policy at all times
- ✓ Treat all customers and potential customers equally at all times regardless of age, disability, gender, race, religion, or sexual orientation
- ✓ Be responsive and professional in all customer related activities, providing relevant and accurate information at all times, while being prepared to acknowledge that customers may need to seek advice from elsewhere before giving information
- ✓ Ensure that information on our products, services and fees are open and transparent at all times

A Friendly and Knowledgeable Team

IEAC is committed to providing value-added services through competent and helpful staff using the most up to date, efficient quality systems and processes. Our friendly and responsive approach to customers means that all our IEAC Accredited Institutions have access to a dedicated support team who can answer any queries or concerns you might have. Our Assessors are all subject specialists and are chosen for their experience, knowledge, friendliness and ability to support IEAC Accredited Institutions to deliver IEAC qualifications successfully.

IEAC's underlining priority is customer service.

Centre and Student feedback

IEAC are determined to offer a first-class service to IEAC Accredited Institutions and students. To this end regular feedback opportunities will be available for both IEAC Accredited Institutions and students. IEAC places high importance on both customer service and feedback, and aims to provide students and IEAC Accredited Institutions with details of our responses and actions, promptly and fully.

Service Standards

IEAC aims to provide you with the best possible service, to enable you to cater for the needs of all your learners. We will do this by ensuring our service is:

Training and Awareness

- ✓ Our friendly, trained staff will aim to provide a courteous, prompt response to any enquiry you make within two working days of receiving it
- ✓ We will maintain a flexible approach in working with you to meet your needs
- ✓ We will work with you in responding to the needs of your learners

Efficient

- ✓ We will ensure all our published information is up-to-date, accurate and accessible through different forms of media
- ✓ We will use clear English in all our correspondence and documentation
- ✓ We will ensure all our policies, systems and procedures meet internal and external audit requirements

Supportive

- ✓ IEAC have established a series of on line and desk based helpdesks to assist you in all aspects of running our programs in your institution, these include, compliance, assessment, development, health and safety, international marketing.
- ✓ We will run one to one or group surgeries, training and information sessions for IEAC Accredited Institutions and prospective IEAC Accredited Institutions. Dates of these events will be published on our web site.
- ✓ We publish up-to-date guidelines on all aspects of our service, and pursue a policy of continuous quality enhancement and improvement. IEAC aim to keep up to date with any regulatory changes and aim to inform our IEAC Accredited Institutions within two working days of IEAC discovering these changes
- ✓ IEAC provides on-line access to appropriate documentation, news and information
- ✓ A named Customer Support Manager will be allocated to each centre, to give on-going guidance and support
- ✓ A QA Support Officer will be appointed to each centre, on receipt of your student registration documentation