

### **Our commitment to you:**

CPCAB is committed to providing the highest quality of service to meet the needs of its approved centres and registered candidates. We seek to demonstrate this commitment through the following standards.

### **CPCAB provides guidance to centres on all aspects of CPCAB service including:**

- The role of CPCAB as the awarding body and how to contact us for advice or help.
- The terms, conditions and charges for all CPCAB services and products.
- The time-scales for its administrative and professional functions as an awarding body .
- The timescales for responding to customers.
- Details of standardisation training at regional locations.

### **CPCAB provides details of its external verification service and aims to ensure that:**

- Centres are allocated an external verifier within 15 working days of registering candidate groups.
- All external verifier reports are quality checked and sent to centres within 20 working days of the verifier visit.
- Where it is necessary to seek the advice of CPCAB's Head of Qualifications, centres will receive a response within 15 working days.

### **CPCAB provides details of the external assessment/independent verification service including:**

- Publishing external assessment/verification dates in advance of the teaching year.
- Notifying centres of external assessment, re-sit and appeal processes and fees.
- Providing mock papers and sample answers on tutor CDs and supplying practice DVDs (where appropriate).
- Supplying external assessment materials at least one week before the assessment date.
- Issuing results according to the published timetable.

### **CPCAB offers support to centres by:**

- Providing up-to-date Qualification Documents, Tutor/Trainer Guides and Candidate Guides.
- Ensuring that documents and information on all CPCAB qualifications/units are available on tutor CDs and our website – [www.cpcab.co.uk](http://www.cpcab.co.uk).
- Responding to telephone enquiries normally within two working days, or to written/email communications within 10 working days. Tutors can contact our counselling professionals for specialist advice on any aspect of CPCAB qualification delivery.
- Maintaining confidentiality with respect to all enquiries.
- Offering additional centre support visits where requested. There may be a charge for this.
- Processing candidate registrations within five working days of receipt of the data.
- Issuing certificates to centres within 20 working days of receiving correct candidate certification data. Any queries relating to certification will normally be dealt with within five working days.
- Publishing details of all CPCAB policies and procedures including *Complaints, Appeals, Malpractice and Whistleblowing* on our website and on the tutor CD.