

1. Introduction

This Appendix contains a number of policy documents which ensure that the awarding organisation and centres in turn, follow the General Conditions of Recognition published by Ofqual as a requirement for the operation of qualifications within the Regulated Qualifications Framework. The policy documents are those that are most applicable to the relationship between centres and the awarding organisation in the delivery of these qualifications. They are subject to regular review and update in response to guidance from the regulatory bodies. Revised documents will be issued from time to time and should replace those currently available.

In addition to these policies, ASDAN aims to deal respectfully and effectively with all enquiries and communications, and secure the loyalty and trust of registered centres by providing outstanding customer service and high-quality materials.

ASDAN aims to ensure that:

- Telephone calls are answered within 5 rings
- Emails are replied to within 48 working hours
- Online workshop bookings are processed within 2 working days
- Centre registration applications are processed within 10 working days
- Publication orders are processed within 20 working days, with the majority of orders sent out within 5 working days
- If an order cannot be fulfilled for any reason centres are notified within 3 working days
- Certificates and/or notifications of candidate results are issued within 20 working days of notification of the External Moderator's decision
- Refunds are processed within 20 working days

ASDAN's Customer Service website page includes reference to procedures for customer feedback, Enquiries and Appeals, complaints and appeals by candidates (also detailed in candidate logbooks/student books) and our Equal Opportunities Policy. A customer survey is sent to all centres annually.