

# CCEA CUSTOMER CHARTER

10/11



*Rewarding Learning*



# CCEA Customer Charter

Welcome to the CCEA Customer Charter. The purpose of this Charter is to set out for you, our customers, the minimum standards you should expect when doing business with us. Through the Charter we want to:

- inform you about the standards you should expect from us;
- give you the name of a contact person if you want to make a comment on our service; and
- inform our staff about the service standards they should aim to provide to you.



## What does CCEA do?

CCEA is the Northern Ireland Council for the Curriculum, Examinations and Assessment. We place learners, and those that have a concern for their educational, personal and social development, at the centre of our service delivery. We offer curriculum, assessment and examination services. We work in partnership with other educational providers to ensure these services are tailored to meet local needs. CCEA awards a range of qualifications, monitors standards in examinations, and advises Government on what should be taught and assessed in Northern Ireland's schools and colleges. We are committed to providing the best service possible within the resources available to us.

# Who are our Customers?

CCEA's customers are schools, colleges and other educational providers in Northern Ireland and beyond. Our customers are also young people, employers, parents and adults for whom our products and services are developed.

## Our Commitment to you

- We will do our best to meet or exceed the standards we have set ourselves
- We will monitor and report annually on the extent to which we meet our service standards and the business improvements we have made based on the needs you have identified
- We will ensure that in all we do we respect your privacy, religious and cultural beliefs

## What we ask of you

- treat our staff politely and with respect as they endeavour to respond to your queries, comments and/or complaints
- comply with our security protocols when you visit the CCEA building
- work in partnership with us as we seek to achieve our mission statement
- provide us with feedback on the services and products we provide so that the improvements we make are based on your needs and expectations
- comply with the deadline dates we set for our services

# Our Corporate Standards

## To be accessible to you we will

make our services available to those who wish to use them in Northern Ireland and, where appropriate, the rest of the United Kingdom and beyond

endeavour to provide our products and services in a variety of ways to meet the needs and preferences of customers

for the purposes of accessibility for all our customers, consider all requests for the provision of information, materials and publications in alternative formats

try to make our publications as easy and straightforward to understand as we can, and try to avoid all unnecessary jargon

enable web content accessibility for anyone with reading difficulties or who is visually impaired

ensure easy access to the CCEA main building for people with a disability

dispatch all orders for publications within 14 working days of receipt

## To ensure effective communication we will

consider carefully all and any views and opinions you give to us

regularly consult on the products and services we provide

keep you informed about our work through our websites [www.ccea.org.uk](http://www.ccea.org.uk) and [www.nicurriculum.org.uk](http://www.nicurriculum.org.uk), news releases to the media, and a range of print materials that support our products and services

## When you phone our main switchboard we will

aim to take your call between the hours of 8.30 am and 5.00 pm Monday to Thursday and 8.30 am to 4.35 pm on Friday (excluding Public and Bank Holidays)

identify ourselves by name on the telephone

answer direct-dial numbers within three rings

take a message or let you leave a mailbox message, where the person you want to speak to by telephone is not available

be courteous and polite

### **When you write to us we will**

aim to make, at least, an initial response to your letter, fax or email within five working days of receipt and a substantive response within one month

endeavour to respond in a clear, concise and easily understood manner

identify ourselves by name in written responses sent by us

### **When you visit us**

if you have an appointment we will meet you within five minutes of agreed time of arrival

without an appointment we will try to meet you within 15 minutes of arrival

we will endeavour to make provision for parking for visitors

### **If you make a Freedom of Information (Fol) request we will**

send an acknowledgement letter to you within five days of receipt and let you know when you might expect a full response

respond to your request within the 20 working day deadline and if this deadline cannot be met notify you that there is likely to be a delay

notify you if the information requested is not held by CCEA and assist you in pursuing your request with another authority

advise you how to make a complaint if you are unhappy with the way CCEA has handled your request

### **If you make a complaint to us we will**

make, at least, an initial response to your complaint within five working days of receipt

make a substantive response to a complaint within one month of receipt. If this is not possible an explanation will be given for the delay

try to learn from your complaint to improve our service

# Performance Indicators and Targets for Service Area Standards

## Curriculum

### We will

through advice to Government, ensure that the curriculum enables young people to achieve their full potential to develop as individuals and as contributors to society, the economy and the environment

provide teachers with appropriate guidance to assist in the implementation of the curriculum

ensure that teachers and pupils have equality of access to the NI Curriculum

evaluate our curriculum products to ensure relevancy to pupils and teachers



## Assessment and Reporting

### We will

support schools in making accurate and consistent assessments at Key Stages 1 and 2 through exemplar materials, agreement trials and school visits

review the assessment standards of all schools undertaking Key Stages 1 and 2 assessment through moderation (on a voluntary basis)

deliver Key Stage 3 test papers to schools on the published scheduled dates

provide a re-mark service within four weeks of closing date for all centres that have concerns about the outcomes of Key Stage 3 tests

provide to schools, on an annual basis, support materials and information that will enable them to record and report on a broad range of pupil achievement, including the annual report

support primary schools in delivering computer based assessment

provide support to schools as they report the outcomes of the computer based assessments for Year 4-7 pupils to parents during the autumn term

deliver the Key Stages 1, 2 and 3 ICT Accreditation Scheme within the agreed deadlines

issue accurate assessment results to centres on the published dates

# Qualifications

## We will

issue Essential Skills certificates to all adult centres in Literacy and Numeracy within the four week turnaround period

provide Access Arrangements for candidates with particular needs, for example, examinations papers in large print format, in Braille, in a certain colour

provide support for all our qualifications through, for example, school visits, support materials, organised events and telephone advice as appropriate

provide a free Invigilation Service for any centre within Northern Ireland taking CCEA examinations for a range of subjects

provide a dedicated examinations helpline for a 10 day period following the issue of the Spring and Summer GCE AS/A2 and GCSE results to assist centres, students and parents with a wide variety of queries

acknowledge all applications for Enquiry About Results and Access to Scripts within seven working days of receipt

notify centres of the outcome of an examinations results enquiry (clerical check) within 20 calendar days of the request being received

notify centres of the outcome of an examinations result enquiry (re-mark) within 30 calendar days of the request being received

at GCE level, through the accelerated service, notify centres of the outcome of an examinations results enquiry within 18 calendar days of the request being received

at GCE level, a Priority Access to Scripts request will be issued in accordance with Joint Council for Qualifications (JCQ) deadlines

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## We will

at GCSE and GCE levels when a request is received for an enquiry along with a request for access to the script, dispatch the photocopy of the script within 10 working days after the dispatch of the result of the enquiry

notify centres of the outcome of an appeal against examinations results within 50 working days of the appeal being lodged (*any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 50 working days*)

issue examinations certificates to centres for the summer series by the 2nd week in November

publish by the 1 September each year the CCEA Qualifications Admin Handbook on our website

publish charges information for a range of services for all qualifications at the beginning of each academic year

publish annually on our website a primary/post primary resource catalogue and an assessment and examinations sales catalogue

issue accurate examinations results to centres on the published dates



## Evaluation and Reporting

Within our Customer Charter we have published our targets. We are committed to evaluating the customer service we deliver and to reporting on that service in our Annual Customer Charter Report. This can be obtained from the Business Assurance Team within CCEA or [www.ccea.org.uk](http://www.ccea.org.uk)

## Help us to help you

It is our responsibility to provide the best service we can to our customers; we welcome your help in doing this by making any comments, suggestions or complaints about the service you receive. You can do this through the Contact Us section on our website or by contacting:

**Heather Clarke**  
Business Assurance Manager

CCEA  
29 Clarendon Road  
Belfast  
BT1 3BG

**Telephone:** (028) 9026 1244 (direct line)  
028) 9026 1200 ext 2904

**Text phone:** (028) 9024 2063

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