

**ACTION LIST – BASED ON FEEDBACK RECEIVED AS PART OF THE 2015 TRAINING CENTRES CUSTOMER SATISFACTION SURVEY**

<b>FEDERATION RELATED FEEDBACK</b>			
<b>Action Point No.</b>	<b>Feedback/Issues Requiring Action</b>	<b>Action to be taken</b>	<b>Timescale for Completion</b>
1	Federation Guidance Documents - the guidance documentation for acceptable evidence is changed too often and there is either little or no notification of the changes being made. This can lead to confusion and inconsistencies over the acceptability of evidence as different versions of guidance documents are being used. Users reported that the fact that all guidance documents have the same front cover formatting makes it difficult to distinguish different versions. Some users also felt that there were too many different guidance documents available to them.	<ul style="list-style-type: none"> <li>• The Federation’s objective was to update and improve its acceptable evidence guidance documentation on a regular basis to keep it current but appreciate the user feedback that too many regular changes to guidance can create confusion.</li> <li>• Going forward we will aim to update/issue guidance no more than twice a year unless there is a compelling reason and also ensure there are adequate, and clearly communicated, lead in times for the implementation date of any changes being made.</li> <li>• The Federation will also look at ways we could simplify, or combine some of the guidance documents that are available for users and reduce the number of separate documents.</li> <li>• We are currently working to replace the current acceptable evidence guidance document with a more user friendly online tool hosted on our website. This will have examples of acceptable evidence types and also evidence that will not be accepted.</li> </ul>	<p><b>On-Going</b> With launch of web based acceptable evidence guidance scheduled for the latter part of 2015</p>

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2	When Centres make contact with the Federation Support Team they are often simply referred back to the guidance documents that are available. This leads to a lot of frustration for the Centres as they have usually referred to the guidance before calling the Support Team for additional support and guidance.	<ul style="list-style-type: none"> <li>• The Federation Support team to ensure that they fully answer questions and give thorough support to all Centres who contact them.</li> <li>• If the Support Team are unable to satisfactory answer any question raised then this to be escalated to a Federation Account Manager or to another relevant member of the Federation Team.</li> <li>• Part of the response to any support request should be to ensure that users are aware of where they can access available guidance documents and/or where the answer to their specific query can be found in current guidance materials.</li> </ul>	<p align="center"><b>On-Going</b></p> <p>The Federation Support Team have all been informed of the feedback received from the survey and will be responding to requests for user support in the required manner. Federation Account Managers will monitor that this process is being followed.</p>
3	The Federation Events of 2014 were oversubscribed with many users unable to secure a place at any of the events. Some users also stated that the venues were not suitable as they were too far to travel and they couldn't justify the time or costs involved in travelling such a distance. T	<ul style="list-style-type: none"> <li>• Hosting the 2014 events was learning curve for the Federation and formed part of a new, wider communications strategy for the organisation.</li> <li>• Following the first event, we actively responded to feedback from attendees and altered the format of the subsequent events.</li> <li>• Any future events that we host will benefit from the lessons we learnt in 2014 and the constructive feedback that we got from event attendees. We will look at different venue</li> </ul>	<p align="center"><b>On-Going</b></p> <p>No event dates for 2015 have yet been scheduled</p>

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		<p>locations and sizes and also the process for booking and confirming the allocation of delegate places.</p> <ul style="list-style-type: none"><li>• We will also investigate the use of different communication media and consider the use of online webinars.</li></ul>	
4	<p>On occasions, the information provided by the Federation's Finance Team, in relation the Central Payment System, was misguided and caused confusion for the ACE Users.</p>	<ul style="list-style-type: none"><li>• Ensure that the Federation Finance Team are all aware of the full range of reports that can be accessed within CPS to ensure that the correct support and advice can be given to all CPS users.</li></ul>	<b>Completed</b>

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<b>CERTIFICATION BODY RELATED FEEDBACK</b>			
	<b>Feedback/Issues Requiring Action</b>	<b>Action to be taken</b>	<b>Timescale for Completion</b>
5	<p>It was widely acknowledged that although the Certification Bodies are much more consistent in terms of what evidence is acceptable/non acceptable there are still some occasions where there are inconsistencies and a lack of a standardised approach. Some CBs are much “stricter” with the rules they apply when reviewing certification claims and also the turnaround time for processing and printing/dispatching the final certificate is much slower from CBs compared to others.</p>	<ul style="list-style-type: none"> <li>• It is positive to hear that the hard work carried out by the Federation and Certification Bodies over the last year has resulted in greater consistency in Apprenticeship certification processing across the network.</li> <li>• However, we acknowledge from the feedback received, there are still some Certification Bodies who are occasionally operating out of step with agreed guidance and regulatory requirements.</li> <li>• All Certification Body specific feedback will be raised directly with the individual Certification Bodies via their nominated Federation Account Manager.</li> <li>• The Federation will continue regular communications with Certification Bodies to ensure their adherence to current regulatory and quality requirements. This will reinforce the need for a consistent and standardised approach from all Certification Bodies.</li> <li>• All Certification Bodies now have a monthly catch-up telephone call with their designated Federation Account Manager and a Federation Forum meeting is held quarterly to bring</li> </ul>	<p style="text-align: center;"><b>On-Going</b></p> <p>Federation Account Managers to give specific survey feedback to individual Certification Bodies as part of May Account Management calls.</p>

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	<b>Feedback/Issues Requiring Action</b>	<b>Action to be taken</b>	<b>Timescale for Completion</b>
		representatives from all Certification Bodies together for system updates, sharing of good practice and discussion of any current issues/feedback from Training Centres etc.	
6	Some Centres have issues in communicating with their Certification Bodies. The main issues highlighted by Centres are inconsistencies in the responses or a delay in responses. Both of which impact on the Centres understanding the Certification Requirements.	<ul style="list-style-type: none"> <li>• We recognise that there are continuing issues with communication from the Certification Bodies who are either deviating from the agreed guidance or not providing an expected level of customer service.</li> <li>• The Federation will raise any specific customer service feedback with the appropriate Certification Bodies during the Account Manager calls.</li> <li>• The Federation will build on the work that has been carried out over the past few years to ensure a greater degree of consistency between the Certification Bodies.</li> </ul>	<p style="text-align: center;"><b>On-Going</b></p> <p>Federation Account Managers to give specific survey feedback to individual Certification Bodies as part of May Account Management calls.</p>

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7	Some Training Centre survey respondents raised specific issues regarding the service they received from individual Certification Bodies. For example, in relation to speed of processing, printing and dispatch of Apprenticeship certificates, inconsistencies in what evidence types could be accepted or not, unfair/petty rejection reasons given and the overall standard of supportive customer service that they received.	<ul style="list-style-type: none"> <li>• We acknowledge from the feedback received, there are still some Certification Bodies who are occasionally operating out of step with agreed guidance and regulatory requirements and that this can lead to delays in certification, inconsistencies and a less than satisfactory level of customer service.</li> <li>• All Certification Body specific feedback will be raised directly with the individual Certification Bodies, via their nominated Federation Account Manager, during May calls.</li> <li>• The Federation will continue regular communication with Certification Bodies to ensure their continued and consistent adherence to current regulatory and quality requirements.</li> <li>• Monthly compliance checks, on a sample of certifications and rejections, for all Certification Bodies are carried out by the Federation and findings discussed with individual Certification Bodies. This enables any potential issues/problems being areas for improvement discussed.</li> </ul>	<p style="text-align: center;"><b>On-Going</b> Federation Account Managers to give specific survey feedback to individual Certification Bodies as part of May Account Management calls.</p>