



BWYQ Customer Service Statement

1. Quality of the Service

BWYQ is committed to providing recognised Centres and Learners with high quality learning experiences and qualifications delivered in a professional, informative and efficient manner, consistent with other awarding organisations offering yoga teaching qualifications. BWYQ aims to keep the administrative obligations on Centres as manageable and streamlined as possible.

Customers are encouraged to convey their views and experiences to inform improvement by completing customer satisfaction questionnaires, feedback forms or communicating with BWYQ in person or writing.

(a) Courtesy and Professionalism. BWYQ, and those contracted by them, should adopt a customer-friendly yet professional manner in their dealings with Centres and Learners, treating people with courtesy and professionalism at all times.

(b) Being Consultative. BWYQ qualifications have been developed as a result of wide-ranging consultations within the world of Yoga. BWYQ continually monitors the quality of BWYQ products and services, engaging in a dialogue with, and seeking feedback from, Centres, Learners, stakeholders and other users of BWYQ qualifications. BWYQ customer satisfaction surveys and feedback activities help to meet customer and stakeholders needs and improve the quality of BWYQ products and services.

(c) Responsiveness. BWYQ are committed to being responsive to all requests, enquiries, suggestions, complaints and communications. BWYQ can be contacted by telephone, e-mail and post, as is further explained under 'Points of Contact' below. If a query cannot be answered by the first point of contact, it will be referred to the appropriate person without delay. Moreover, BWYQ would be happy, where possible, to arrange a face-to-face meeting between a customer and an appropriate member of BWYQ/EQA.

(d) Promptness. BWYQ aim to respond to all communications promptly as per the following service level agreements:

- respond to all written correspondence within ten working days;
- respond to all email messages within seven working days;
- respond to all telephone requests and enquiries within three working days;

- acknowledge all complaints within fourteen days;
- acknowledge all appeals within five working days, consider them within twenty working days and provide a written notification of the outcome within three working days of the decision of the Appeals Panel having been reached;
- unless there are concerns about validity, issue certificates within six - eight weeks of the assessment being completed and authorised certification requests being received by BWYQ.

(e) Openness. The BWYQ aims to be open in all its dealings. Whenever BWYQ communicates any decision about qualifications, a reason for that decision will be given. Decisions can be challenged via the BWYQ Appeals Procedure.

(f) Being Informative. BWYQ is committed to being informative and providing qualification users and members of the public all necessary information. BWYQ advice, guidance and support will be relevant to the Centre/ learners’ needs and to the qualification(s) in question. BWYQ materials will be clear, to the point and appropriate to the relevant qualification(s) and level of attainment.

(g) Efficiency. BWYQ will seek to provide an efficient service that balances quality with cost-effectiveness. While BWYQ won’t compromise on the quality of any aspects of BWYQ provision, BWYQ will deliver it in the way which does not allow any unnecessary duplication in the system, eliminating wastage and cutting down on bureaucracy, thus minimising costs. This will enable BWYQ qualifications to be delivered in an efficient manner and reasonable fees to be set for BWYQ products and services (see below).

(h) Cost Effectiveness. As stated above, BWYQ are committed to providing customers with a service that is efficient and cost-effective. BWYQ consider it paramount that the fees for BWYQ products and services are set at a reasonable and justifiable level to try to minimise any financial barriers. Information about BWYQ fee structure can be found in BWYQ 022 Fees and Invoicing Policy while the actual fees are given in BWYQ 023 fees statement. Information can be found on the BWYQ website or via bwyqcoordinator@gmail.com .

(i) Being Collaborative and Consistent: BWYQ is currently the only Ofqual regulated Awarding Organisation dedicated to delivering level 4 Yoga teacher training qualifications that are recognised by Sport England’s National Governing Body for Yoga, the British Wheel of Yoga. BWYQ are always open to working collaboratively with other organisations and would promote this approach to ensure that Yoga qualifications meet the needs of all Learners who wish to take up study packages leading to awards within the National Qualification and Regulatory Frameworks.

(j) Being Streamlined and Manageable. BWYQ is committed to ensuring that administrative obligations imposed on its Centres are as streamlined and manageable as the qualifications permit. BWYQ considered the issue of manageability very carefully when developing BWYQ Recognised Centre criteria, the procedures for the management and quality assurance of BWYQ qualifications by Centres and the record-keeping requirements. This aspect, alongside the others listed in this statement, will be monitored through BWYQ customer satisfaction surveys and feedback from Centres as part of self-assessment activities.

2. Scope of the Service

BWYQ provide BWYQ Centres and learners with a range of support services, including, but not restricted to, information and guidance on internal/external quality assurance and administrative processes and procedures associated with BWYQ regulated qualifications; continuing to keep them updated on developments affecting the qualifications on offer.

The BWYQ Recognised Centre Handbook contains detailed information on BWYQ policies and on the quality assurance and administrative processes and procedures associated with BWYQ qualifications. Further information is also available in the BWYQ Qualification Delivery Handbook, BWYQ Qualification Specifications and BWYQ Assessment Handbooks.

BWYQ will support Centres through regular workshops and update meetings devoted to various aspects of assessment and internal quality assurance (IQA). All Centres will receive regular updates to keep them abreast of developments and to inform them of dates of workshops and training. The workshops will also provide opportunities for consultation and direct communication between BWYQ and Centres.

On registration, learners will gain immediate access to qualification specifications and documentation. It is a BWYQ requirement that Centres should inform Learners about their entitlement to ask for support to accommodate any particular assessment requirements they might have and about their right to appeal against an assessment decision. Moreover, learners should be advised of the existence of the following: this Customer Service Statement; both the Awarding Organisation's Equal Opportunities Policy and the Centre's own version; Reasonable Adjustments Policy and Procedures; Special Considerations Policy and Procedures; Procedures for Dealing with Malpractice and Maladministration; Complaints Policy and the Candidate Feedback Form, which learners should be encouraged to complete.

3. Points of Contact and Communication Mechanisms

3.1 Points of Contact

The current contact details for the BWYQ are as follows:

British Wheel of Yoga Qualifications 25 Jermyn Street Sleaford Lincolnshire NG34 7RU 01529 306851 bwyqcoordinator@gmail.com

3.2 Communication Mechanisms BWYQ aim to provide customers with information in a variety of formats and media. Most information will be available on the BWYQ website <http://www.bwyq.org.uk/> . Where information is not available on the website, it can be requested by phone or email.

As stated above, the other communication mechanisms through which BWYQ will provide Centres with information will include Centre workshops, update meetings and update bulletins.

3.3 Amendments to BWYQ Service

Notification of any changes to BWYQ services, general or qualification-specific, will be highlighted on the BWYQ website. Changes to any aspect of a qualification will be automatically communicated to all Centres offering BWYQ qualifications through ad-hoc update bulletins. All documents BWYQ produce will be dated, and any later amendments will be highlighted to centres.

3.4 Notice Given for Changes to Qualifications

Occasionally BWYQ may need, or be required, to make changes to qualifications or to withdraw qualifications altogether. Changes are likely to occur in response to revisions of the appropriate National Occupational Standards or regulators, adjustments to the technical aspects of the content, or the necessity to make improvements in response to feedback from the sector, Centres, External Quality Assurance staff or others with a stake in the qualifications. If BWYQ need to make significant changes to qualification or assessment guidance, BWYQ will communicate the changes to Centres giving as much notice as possible before the changes are due to be implemented. Learners may then be registered for that qualification up to the date on which the change is due to be implemented and can complete it against the outcomes of the qualification they were registered for.

If a qualification is being withdrawn, BWYQ will communicate all registration deadlines to the Centres and implement a withdrawal plan to support them with this process. In all events BWYQ's imperative is to protect the outcomes and experiences of the learners, in line with the expectations set out in the Ofqual General Conditions of Recognition.

4. Policy on Communicating Bilingually with Centres

Currently, BWYQ offer qualifications through the medium of English only. However, should the need arise for us to make provision available also through the medium of Welsh and/or Irish, BWYQ will develop, and include in the Customer Service Statement, a policy on communicating bilingually with Welsh and/or Irish Centres.

Document History		
Date	Staff member	Action
July 2015	BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan	Reviewed and revised
July 2016	BWYQ Operations Coordinator and Responsible Officer, Amanda Buchanan Safeguarding and Diversity Manager, Rebecca Morris	Reviewed and revised Approved
June 2017	Head of BWYQ Operations and Responsible Officer, Amanda Buchanan Safeguarding and Diversity Manager, Rebecca Morris	Reviewed and revised Approved
July 2018	Head of BWYQ Operations and Responsible Officer, Amanda Buchanan	Reviewed and revised
09.09.18	BWYQ Committee	Approved

<i>September 2019</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>June 2020</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>June 2020</i>	<i>BWYQ Board of Trustees</i>	<i>Approved</i>
<i>May 2021</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>June 2021</i>	<i>BWYQ Board of Trustees</i>	<i>Approved</i>