

Customer service statement



**Chartered
Institute of
Housing**
Approved assessment
organisation

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. CIH is a registered charity and not-for-profit organisation.

We are an approved End Point Assessment Organisation (EPAO) by the Education and Skills Funding Agency (ESFA) and the Institute for Apprenticeships and Technical Education (IFATE) for the end point assessment of the Housing Apprenticeship Standards. We are dedicated to providing the highest quality, relevant and up-to-date end point assessment (EPA) for every apprentice.

Contacting us

We ask in the first instance that training providers check Moodle for copies of forms, specifications, templates and guidance documents.

If you are unable to find an answer to your query on Moodle, please email epao@cih.org please avoid using personal in boxes.

If you need to talk to someone to aid your understanding of an end point assessment process, please call 02476 851 773.

Written enquiries may be sent to CIH End Point Assessment Organisation, Suites 5 and 6, First floor, Rowan House, Westwood Way, Coventry, CV4 8HS.

CIH EPAO will:

- Ensure that CIH staff are friendly and courteous to you at all times.
- Pick up telephone calls promptly.
- Accept enquiries via e-mail, telephone call or post, and respond to enquiries within 5 working days of receipt.

For apprentices undertaking EPA, we will:

- Offer apprentices student membership of CIH for the duration of the apprenticeship. Membership of CIH provides access to information which provides up to date knowledge, skills and understanding required for all who work in housing.

- Take steps to ensure that the data that we hold about you on our database, or in any other format, is accurate, up to date and secure, according to Data Protection Act 2018 and General Data Protection Regulation (GDPR).
- Monitor and evaluate our performance and effectiveness through an end of assessment feedback questionnaire.

For apprenticeship training providers, we will:

- Provide end point assessment services in a timely and professional manner. See timescales in table below.
- Provide guidance documents on apprenticeship assessment requirements and on the end point assessment process.
- Monitor the EPA process to ensure that quality standards are maintained, enhanced and any issues arising resolved.
- Provide training events for training providers that have contracted with us.
- Ensure that the CIH website, and resource area (Moodle) for apprentice training providers is informative and up to date.
- Monitor and evaluate our performance and effectiveness through regular feedback questionnaires.
- Provide regular newsletters.

Please note these are maximum response times and we will aim to respond prior to this wherever possible.

Stage	Note (Requirement)	Response time
Contract submission	All fields in contract completed in full Uploaded to Moodle contracts submission point	5 working days
Registration of learners	All fields in register completed in full Submitted via epao@cih.org	10 working days
Gateway submission	All fields in gateway form completed in full All required accompanying evidence supplied Uploaded to Moodle contracts submission point	10 working days
Completed case study/project submission	All fields in assessment form completed in full (two forms required, one for ATP and other for employer) Completed project report and diary Additional evidence referenced in assessment form provided Uploaded to Moodle project submission point	10 working days
Interview date	Time period between notification from CIH EPAO that both gateway and project submission have been successful and date of interview.	Within 8 weeks
Result notification	All fields in interview assessment form completed in full (two forms required, one for ATP and other for employer) Submitted via epao@cih.org . Once all documents are received from all parties.	20 working days
Certificate claim from Apprenticeship Services	Permission provided by apprentice to claim certificate Time period between notification from CIH EPAO of results and certificate request being made to ESfA.	5 working days

If you are dissatisfied with any aspect of our customer service, you are entitled to complain. Please refer to our full complaints policy.