



CHARTERED INSTITUTE OF HOUSING END POINT ASSESSMENT ORGANISATION (CIH EPAO)

Customer service statement

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Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our goal is simple - to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant. CIH is a registered charity and not-for-profit organisation. This means that the money we make is put back into the organisation and funds the activities we carry out to support the housing sector. We have a diverse membership of people who work in both the public and private sectors, in 20 countries on five continents across the world. Further information is available at: www.cih.org

CIH is an approved EPAO for a range of housing and property apprenticeship standards. The CIH was amongst the first organisations to gain this status in July 2015.

We are dedicated to providing the highest quality, relevant and up-to-date end point assessment (EPA) for every apprentice.

Standards for all customers, CIH EPAO will:

- Ensure that CIH staff are friendly and courteous to you at all times.
- Pick up telephone calls promptly. If the person that you are trying to contact is not available we will take a message and, where appropriate, ensure that they call you back within the one working day or that another member of staff returns your call.
- Send an acknowledgement or response to your email within two working days. Inform you if it is going to take longer detailing why it is taking longer to respond and providing an indication of the date by which a response will be provided.
- Send an acknowledgement or response to all written correspondence, and deal with any enquiries or requests for information within five working days of receipt. Inform you if it is going to take longer detailing why it is taking longer to respond and providing an indication of the date by which a response will be provided.



For apprenticeship training providers, CIH EPAO will:

- Provide end point assessment services in a timely and professional manner according to the requirements of the ESFA apprenticeship standards.
- Ensure apprentices have the opportunity to attend an EPA professional conversation within twelve weeks of receipt of all required evidence. For further information on what this means, please refer to the guidance documentation.
- Provide guidance documents on assessment during the apprenticeship and on EPA process.
- Monitor the EPA process to ensure that quality standards are maintained, enhanced and any issues arising resolved.
- Provide training events for apprenticeship 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.
- Apply for certification within three weeks of the statement of achievement being sent to the apprentice, providing that written permission has been received from the apprentice.
- Ensure that there is a responsive customer service for existing and potential new apprenticeship training providers via the EPA inbox: epao@cih.org
- Monitor and evaluate our performance and effectiveness through an annual feedback questionnaire.

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



**Chartered
Institute of
Housing**
Approved assessment
organisation

For the apprentices undertaking EPA, CIH EPAO we will:

- Offer apprentices student membership of CIH. 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).

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

Contacting us:

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Suites 5 and 6,
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Westwood Way,
Coventry, CV4 8HS

Tel: 024 7685 1700
Email: epao@cih.org
Web: www.cih.org