

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 Ofqual and the Institute for Apprenticeships and Technical Education (IFATE) for the end point assessment of the Housing and Property Management 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 Talus for copies of forms, specifications, templates and guidance documents.

If you are unable to find an answer to your query on Talus, 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, we endeavour to respond within 48hrs, and by no later than 5 days, depending on the nature/complexity of your enquiry.

For apprentices undertaking EPA, we will:

- 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 onboarding for training providers that have contracted with us.
- Ensure that the CIH website, and Talus for apprentice training providers is informative and up to date.
- Monitor and evaluate our performance and effectiveness through regular feedback questionnaires.
- Provide regular newsletters.

It is our aim to meet the following response times. CIH EPAO reserve the right to extend these timescales in exceptional circumstances.

Stage	Training provider obligation	CIH EPAO obligation	Timescale
Gateway submission	All fields in gateway form completed in full. All required accompanying evidence supplied. Uploaded to Talus.	Check submission and update records. Chase missing information as necessary. E-mail notification submission successful.	5 working days
Completed case study/project submission	Completed case study / project report and diary. Additional evidence referenced as appropriate. Uploaded to Talus.	Check submission and update records. Chase missing information as necessary. E-mail notification submission successful.	5 working days
Check submission and update records. Chase missing information as necessary. E-mail notification submission successful	Successful gateway and project submission. At level 2 provide prompt access to portfolio.	Allocate independent end point assessor. Agree provisional interview date. IEPA undertake assessment. Process component results. E-mail interview confirmation or re-sit.	6 weeks ¹
Result notification	Following interview taking place.	IEPA to submit completed assessment. Result processing/IQA to take place. E-mail notification of result.	10 working days
Certificate claim	Permission provided by apprentice to claim certificate at gateway. 10 days to submit appeal.	Check that appeal has not been made. Check any incorrect/missing information. Process certificate claim to ESfA Apprenticeship services.	15 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.

¹ Time period between notification from CIH EPAO that both gateway and project submission have been successful and date of interview. At level 2 this is the timescale between the notification from CIH EPAO that gateway, case study submission and portfolio access have been successful, and date of interview.