

EMD Customer Service and Support Statement

1. Customer Service & Support Statement

EMD UK CIC is committed to providing consistently high levels of customer service to all learners, employers and other stakeholders. Our friendly and experienced team will endeavour to deal with all enquiries and communications promptly, efficiently and with care. We regularly monitor our performance and actively seek feedback to ensure our service continues to meet the needs of those we work with.

2. Products, Services and Fees

Full details of our programmes, qualifications and fees are published on our website at www.emdbeauty.com, alongside information about funding opportunities and eligibility criteria. This information is also available on request. Our fees are reviewed regularly to ensure they are cost-effective and represent good value. We are transparent about all costs prior to enrolment and no fees will be applied that have not been communicated to the learner in advance.

3. Performance Measures

3.1 Enquiries and Enrolment

EMD endeavours to:

- respond to all pre-enrolment enquiries within 5 working days
- acknowledge receipt of enrolment applications within 5 working days
- confirm enrolment or, where eligibility cannot be confirmed, contact the applicant with further information or signposting to alternative provision, within 5 working days of receipt of a completed application
- provide all enrolled learners with access to their learning platform, induction materials and tutor contact details within 2 working days of enrolment being confirmed

3.2 General Enquiries

EMD endeavours to:

- manage general telephone enquiries at the time of the call; where information is not immediately to hand, we will follow up within 2 working days
- respond to email and written enquiries within 2 working days of receipt; where an enquiry requires a more detailed response, we aim to provide a full response within 5 working days

Learners are encouraged to contact their tutor in the first instance for course-related queries, or the EMD team directly at info@emduk.com or 01274 945595 for any other matters.

3.3 Assessment Results and Certificates

EMD endeavours to:

- issue assessment results within 10 working days of receipt of all completed assessment materials
- where results are subject to internal or external moderation, notify learners of the expected timescale at the point of submission
- issue certificates within 20 working days of results being confirmed by the Awarding Organisation

Please note that replacement or amended certificates are issued within the timescales set by the relevant Awarding Organisation.

3.4 Tutor and Learning Support

EMD endeavours to:

- respond to learner messages and support requests within 2 working days
- offer optional one-to-one tutor support via email, phone or Zoom throughout the duration of the programme
- provide access to Review Checkpoints and SMART target-setting support at key stages of every programme
- ensure learners have access to their learning platform and Knowledge Shot resources for a minimum of 24 months following course completion

3.5 Access to Assessment and Reasonable Adjustments

EMD is committed to equality of opportunity for all learners and maintains a Candidate Access Policy.

Learners who require reasonable adjustments to assessments should contact EMD as early as possible and wherever practicable no later than 10 working days before the relevant assessment.

Wherever possible, EMD will respond with a decision within 5 working days of receiving a request or provide a revised timescale where this is not possible. Please note that some reasonable adjustment requests must be authorised by the relevant Awarding organisation and therefore the timescales for this authorisation to be granted will vary.

Where qualifications are regulated, any restrictions on permissible reasonable adjustments will be detailed in the relevant Qualification Specification. Full details of EMD's approach to candidate access are set out in the Access to Fair Assessment Policy, available on request and on the learning platform.

4. Appeals

EMD has an Assessment Appeals Policy and Procedure in place for any learner wishing to appeal an assessment decision. The policy sets out a four-stage process and is available on the learning platform and on request.

Learners wishing to appeal should refer to this policy in the first instance and contact their tutor or the EMD team for guidance.

5. Points of Contact

Learners are provided with their tutor's contact details at induction.

For all general enquiries, complaints or other matters, EMD can be contacted as follows:

EMD UK CIC G5 Woodhead House, Woodhead Road, Birstall, WF17 9TD

Telephone: 01274 945595

Email: info@emduk.com

Website: www.emdbeauty.com

6. Complaints

EMD has a Complaints Policy and Procedure in place which is available on the EMD website and on request.

All formal complaints should be submitted in writing to the Quality Improvement Manager at info@emduk.com.

EMD will acknowledge receipt within 3 working days and aims to resolve complaints within the timescales detailed in the policy.

Where a complaint cannot be resolved at Stage 1, learners may escalate to the Complaints Panel as set out in the policy.

7. Feedback

EMD actively welcomes feedback from learners, employers and other stakeholders at any stage.

Formal feedback is gathered through course evaluations and learner surveys.

We encourage interim or additional feedback at any time via email, Whats App, via the EMD website or through phone calls or meetings.

All feedback is monitored and acted upon where required.

8. Amendments to Our Service

Learners will be notified in writing of any significant changes to our service, programmes, assessments or policies. This information will also be updated on our website and learning platform.

Any revised documents will display a new version number and date. For significant changes, EMD will provide a minimum of 30 days' notice wherever possible before changes take effect.

Further information about EMD's permitted timescales for disruption to learner's access to online learning materials (for example, to implement cyber security measures or updates to teaching and learning content) are detailed in the Terms and Conditions for Learners.

9. Monitoring, Evaluating and Reporting

EMD's customer service performance is monitored by the Director and Quality Improvement Manager through learner feedback, complaints and compliments received, survey results, completion and progression data, and internal quality reviews. Any changes to service levels are reviewed at management level and, where necessary, actions are agreed and recorded in the Quality Improvement Plan.