



**IIMTS**  
Awarding Body

# IIMT STUDIES LTD **CENTRE POLICY**

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## Customer Service Statement

### Policy Compliance:

This policy complies with

Ofqual, Handbook 3. Criterion C: Resources and Financing



# IIMTS

## Awarding Body

### Awarding Quality Qualifications through Global Recognition

Document Code No. IIMTS AO OGCR CSS 01 2020

<b>Title of the Policy:</b> Customer Service Statement	<b>Authorised by</b> Responsible Officer	<b>Created: Version 1</b> 1 November 2023
<b>Conditions of Recognition:</b> General Conditions of Recognition		<b>Current version: 3</b>  <b>Next Review Date:</b> 1 April 2026

#### Important contact-

**Any query or concern related to this policy may be directly addressed to the Responsible Officer, and the Director – Business Development-**

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***Awarding body:***

*IIMT Studies Ltd-* [www.iimtsab.co.uk](http://www.iimtsab.co.uk)

*Acronym used to represent IIMT Studies Ltd (IIMT Studies):*  
*IIMTS AB*

***Regulating Body:***

*OFQUAL*

*Ofqual.gov.uk*

**Our Commitment to our Customers:**

IIMT Studies Ltd., as an Awarding Organization along with our Authorised Centres, is committed to:

- Provide excellence in Services.
- Respond promptly to customers ' queries and concerns.
- Maintaining transparency in policies and processes.
- Ensuring quality in the delivery of learning through quality resources.
- Maintain an open and two-way communication channel with a clear and precise escalation matrix within the time frame.

To ensure that learners invest time and other resources for the best value against the investment made by acquiring desired knowledge, skills and competencies to help in career progression.

### **Customer Service Mechanism and Quality:**

IIMT Studies, along with maintaining transparency, open and prompt service delivery, also ensures that it works to the satisfaction of its customers. IIMT Studies has ensured the following key deliverables for its customers:

- a. Quality of Product in terms of content, delivery and credentials.
- b. Quality resources: Teachers, Infrastructure & support services through appointing competent staff.
- c. Quality Communication Channel: The communication channel is maintained by:
  - Making customers aware of established customer channels/communication
  - Ensuring a constant connection with customers
  - Complying with the delivery process
  - Resolving concerns and queries
  - Ensuring a Two-way feedback channel
  - Provide the customer with career-related or course-related, or learning-related matters and educate learners

The above channel remains transparent, open and with an escalation matrix.

### **Customer Services Delivery Standards:**

To make the service delivery standards efficient, effective and evident (transparent), the following parameters and norms have been incorporated as part of every policy and service delivery mechanism:

- Every delivery and service to the customer will have a prescribed time frame.
- Every process for ensuring delivery service will have a process owner and an appropriate team to assist with their concerns.
- Every function will have a team of professionals with the required competencies, skills and relevant experience.

- Every professional selected as a part of the team will be subject to the assessment of competencies, skills and knowledge as prescribed in the Job Description of that position and in accordance with the recruitment parameters.
- The customer will have only one Single Point of Contact for all his or her service delivery related or any other issues and the contact details of that contact will be available on IIMT Studies website and within the communication channels such as emails and the centre portal.
- Every professional of IIMT Studies will have his or her KRAs and prescribed tasks with parameters against which a performance review will be made every month, every quarter and an overall review to be carried out annually.
- All processes and policies related to the centre and service delivery are available on the IIMT Studies Portal.
- Every query and concern raised will have a time frame to receive, respond and resolve and will be supported by a Review Process followed by an additional mechanism of Escalation Matrix that too with a precise and prescribed time frame at each level of escalation.
- Centres, in all failures to appropriately resolve a reasonable, real and authentic concern or query, a prescribed and transparent Refund Policy also exists.
- A stringent policy and process to deal with any malpractice related to the centre and/or IIMT Studies and their staff are available to all customers to ensure solutions and justice.
- The highest authority, the Board of Governors (BoG) in the organisation, ensures a quarterly/regular review and analytical report of time-bound analysis of all complaints, compliance, concerns and queries received in the quarter, actions plans, refund claims received and major service delivery area wherein the highest and second-highest number of complaints have been received.
- Based on the outcome of the above, a process review or a corrective action plan needs to be submitted to the Board of Governors by the respective department head.
- Centres may have a unique mechanism for making scheduled feedback calls to the customer, which can be performed. While doing so, every month bunch of learners are selected and called for their feedback on services a half-yearly virtual open meeting by open invite to customers is organised with senior management to have the one-to-one direct opportunity to interact and share their concerns, views, and feedback. The report is to be submitted to IIMT Studies.



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