

# Service Standards Statement

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Issue Date: January 2022

Review Date: January 2023



SIRM is dedicated to providing education, assessments and related publications to the highest possible standards to enable learners to achieve their full potential. We endeavour to give a reliable standard of service, including taking the greatest care to ensure consistency and reliability of our academic provisions.

As an education provider, our qualifications have been designed to provide up to date knowledge, skills and understanding to all prospective learners. There are a wide range of qualifications which lead to award certificates from the relevant awarding bodies. The course to suit you will depend on your previous experience, qualifications and the career path you wish to follow.

Every learner attending our course receives student registration for the duration of the course. SIRM learners are required to pay a fee for each learner registered on the course. The fees are reviewed annually and published on our website.

## SIRM:

- ensures that they have the opportunity to offer a wide range of qualifications which lead to membership, which provide up to date knowledge, skills and understanding to all prospective learners
- ensures that there are robust and effective quality assurance mechanisms in place at school to offer courses
- monitors the courses to ensure that the quality standards are maintained and feedback issues to the learners
- communicates regularly through newsletters and independently as required
- provides required training and networking events
- provides annual training and networking events for all staff, trainers and assessors
- ensures that the website is informative and up to date
- publishes registration fee structure for courses on our website
- despatches certificates within 20 working days or receipt of the pass lists once received from the awarding body
- ensures that there is a responsive customer services support desk for general existing and potential new learners

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- Monitors and evaluate our performance and effectiveness through an annual feedback questionnaire to all learners

## Language:

Please note that our education provision is only offered in the medium of the English language.

## For the learners undertaking our course(s), SIRM:

- ensures that there are a wide range of qualifications, which provide up to date knowledge, skills and understanding to all prospective learners
- ensures that there are robust and effective quality assurance mechanisms in place at all the school
- monitors the courses to ensure that the quality standards are maintained and feedback issues to all learners
- ensures that the website is informative and up to date
- takes 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
- ensures that our staff are polite, friendly and courteous to you at all times
- speaks courteously on the telephone and attempt to resolve any problems and answer any enquiry. 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 same working day or that another member of staff deals with your call
- sends an acknowledgement or response to all written correspondence, and any requests for information within 5 working days of receipt
- sends an acknowledgement or response to your email within 2 working days
- ensures all orders, registrations and applications are processed or acknowledged within 10 working days of receipt, subject to having all the relevant information
- release certificate to successful candidates within the time scale specified by the awarding bodies
- monitors and evaluate our performance and effectiveness through an annual feedback questionnaire to all learners registered on SIRM courses

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- If you are dissatisfied, we welcome your complaints and will respond to you within 10 working days of receipt of your complaint. Please refer to our Complaints Procedure for further guidelines
- Enquiries and appeals will be promptly dealt with in relation to our relevant policy, and our response to any formal appeal will be issued not later than three months after the appeal was lodged with us.