

## 1. Introduction

Xact is committed to providing a quality service which is customer-focused, efficient, effective, dynamic and value for money. Customer care is vital component of this core value.

## 2. Definitions

**Individual:** Those receiving our services e.g. apprenticeship training, end point assessment, courses, assessment, RPL, mentoring, learning support, qualifications, CPD activities etc.

**PMG:** Performance Management Group consisting of Directors and an Independent Governance Advisor

**Staff:** Employee, agency worker, contractor, sole trader e.g. manager, supervisor, administrator, tutor, assessor, mentor, internal quality assurer, end point assessor etc.

**Stakeholders:** Apprentice employer, training provider, customer, supplier, user and those with whom we associate

**Xact:** Xact Consultancy & Training Limited and Xact Training Limited trading as Xact Assessment

## 3. Responsibilities

- a) PMG: Responsible for the implementation of this policy
- b) Managers: Monitor and report on customer care activities for their business area, using key performance indicators to PMG
- c) All Staff: Comply with this policy

## 4. Principles

We aim to have the following principles:

- a) ensure our activities are conducted in compliance with the laws and regulations of the authorities under which we operate
- b) be consistent with advancing the principles of excellence
- c) be competent to perform services we have been hired, retained or contracted to perform
- d) act in an objective manner and base our decisions on factual information
- e) have integrity by being principled and consistent in applying our views
- f) be honest in all dealings with those whom we interact
- g) have the courage to make difficult decisions and present all relevant information to promote practical decisions
- h) be fair in our dealings with individuals and stakeholders and apply legal and regulatory standards equitably
- i) be respectful of others, whether our peers, subordinates or external parties with whom we interact

- j) maintain transparency, honesty and sound probity in all financial and commercial matters both within Xact and in our dealing with, individuals and stakeholders
- k) ensure there are no conflicts of interest in our activities and associations

## **5. Aim**

We aim to achieve our principles by:

- a) acting in an open, collaborative and ethical manner
- b) meeting our commitments, and being trustworthy and scrupulous at all times
- c) treating individuals with dignity and courtesy
- d) not being unduly influenced by competing or conflicting interests
- e) being committed to continual learning
- f) encouraging teamwork and valuing the people with whom we work
- g) endorsing equality, fairness and diversity in the workplace
- h) promoting best practice
- i) developing stakeholder relationships to continuously improve services
- j) managing our operations, finances and services with honesty, efficiency and reliability
- k) ensuring any communications, whether oral or written, are accurate and complete
- l) withstanding challenges to our views, while at the same time being accountable for mistakes
- m) considering the interests of other parties in decision processes
- n) championing a safe and healthy work environment
- o) operating efficiently to reduce our impact on environmental

## **6. Expectations**

Individuals and customers can expect that we will:

- a) discuss their needs and design a range of tailor-made options to meet their requirements
- b) consult and provide clear information at all times
- c) assess our performance and discuss outcomes to improve service quality
- d) provide on-going support and advice
- e) maintain strict confidentiality over information we acquire, disclosing only with written consent or as required by law.
- f) manage personal information confidentially in accordance with the Data Protection Act 2018
- g) deal with enquires promptly
- h) identify and mitigate any conflicts or potential conflicts of interest
- i) respond to complaints in line with our Complaints Policy
- j) manage appeals in line with our Appeals Policy