

CUSTOMER SERVICE STATEMENT

For approved centres with the PMI

The PMI is committed to providing a customer focused and professional service to all its approved assessment centres.

Registration of Interest - centres registering interest in becoming approved centres will be contacted by a member of Lifelong Learning Team within 10 working days.

Centre Approval Applications – when an application form and the appropriate fee to become an approved centre is received by The Qualifications Team it will be acknowledged within 10 working days.

Centre Approval Visit – the allocated External Verifier will contact the centre to arrange an approval visit. The visit should take place within 6 weeks of the approval application form being received by the Qualifications Team . A copy of the report produced by the External Verifier following the visit will be sent to the centre within 4 weeks of the visit taking place.

Centre Approval - the EV's visit report and recommendation will be considered by the Director of Lifelong Learning and the decision on approval/non approval will be notified to the centre at the same time the copy of the visit report is sent. If approval has been granted, then a Centre Certificate will also be included with the notification.

External Verification of all centres - in addition to the approval visit, single site centres will have a minimum of:-

- Two site visits per year; one random visit and one informed visit
- One desk-based visit per year

During each visit the EV will prepare a report and will agree an action plan. A copy of the report will be sent to the centre within 4 weeks of conducting the visit.

Any deviation from this schedule is subject to discussion and approval with PMI.

Registration - registration of candidates is carried out within 10 working days of the request being received.

Certification -

The Qualifications Team will issue claims for unit certification for work-based units within 15 working days from receipt of a completed request. Candidates registered with PMI for APE/CPE and Vocational Qualifications Candidates need to be registered at least 10 weeks before claiming certification to ensure/show a period of learning has taken place.

For CPC: Certificates for examined units will be issued when results are posted. Examinations are sat in March and September each year with results posted in June and November.

For all other Vocational Qualifications: the results of CPC components will be issued inline with the above and final certification within 15 working days of the completed request.

Centre mailings – all approved centres will receive annual copies of our centre newsletters and updates, publications and leaflets on an on-going basis.

Fees – The full set of fees and publications associated with our qualifications are issued annually in the January centre mailing and is set for that year (1st Jan – 31st Dec).

Helpline – there are generally four members of the Qualifications Team, plus the Manager and Director of Lifelong Learning, who are available to deal with your queries

Your nominated external verifier is also available to provide technical advice on assessment and verification.

Appeals – The procedure for appeals and the fees involved is explained in the Regulations and Guidance Notes for Centres. If you wish to appeal, please write to the Manager of the Qualifications Team at the PMI. Receipt of all appeals will be acknowledged within 10 working days.

Complaints – if you wish to register a formal complaint please write to the Manager of the Qualifications Team at PMI. Receipt of all complaints will be acknowledged within 10 working days.

Online Learning – once registered, any queries regarding these programmes can be sent through via the feedback function. All queries will be responded to, and if necessary, the system amended within 10 working days.

As a specialist Awarding Body, our commitments are to provide the best possible support for our candidates; to provide a superior standard of service to our centres; and above all to lead the market in terms of quality. If we fail, please let us know: We will do our best to resolve the problem and will advise you of the action taken.

We are sensitive to the needs of candidates requiring assessment opportunities through different mediums, and there is an opportunity to request this on all application forms.

The Pensions Management Institute

6th Floor
9 Appold Street
LONDON
EC2A 2AP

Phone: 020 7392 7400

E-mail: qualifications@pensions-pmi.org.uk

Website: www.pensions-pmi.org.uk