UCQ UNIVERSITY CENTRE QUAYSIDE

Customer Service Charter

Version: 4
Revision date: 13/12/2024
Reviewer: Head of Policy and Governance
Due for review: 13/12/2026

Context

This charter outlines UCQ's service standards and commitment to providing the highest quality of service as you study with us. This charter seeks to make you aware of UCQ's role, core activities and values.

UCQ will continue to be a recognised leader in the provision of quality education and training that meets the diverse needs of our customers.

Our role

UCQ is a Department for Education contract holder for apprenticeship provision, and a Tees Valley and North East Combined Authority contract holder.

Our vision is to be a leading provider of further and higher education in England. Our mission is to enable all students, staff and organisations with whom we work to achieve their potential. UCQ is committed to achieving five strategic goals to fulfil our vision: excellence in teaching learning and assessment; excellence in partnership and community engagement; sustainable financial independence; achieve Degree Awarding Powers (DAPs) and full university title; be regarded as a leading provider of work-based higher education in England, and finally, be recognised as an excellent place to work.

Our commitment

Our values and commitment to quality further and higher education provide the basis for everything we do. We are committed to providing you with a responsive, courteous and informed service, to help you achieve your education and career goals.

What you can expect from us

We support and assist you from your first course enquiry, through to your enrolment and then continue to support you during your learning until the completion of your programme.

We are committed to:

- Treating you fairly, with respect and courtesy, in line with our Equality, Diversity and Inclusion Policy
- Answering our telephones promptly, identifying ourselves and our organisation; if your enquiry cannot be resolved at the time, we will follow through to a resolution, or put you in contact with the person who can assist you.
- Acknowledging your emails within two working days
- Responding to written enquiries within five working days
- Returning your marked learning activities within the timeframes specified in the Assignment Submission and Feedback Policy and Procedure
- Responding to applications for Recognition of Prior Learning (RPL) within the timeframes specified in the Recognition of Prior Learning Policy
- Ensuring information in our publications and websites is current and correct

What we expect of you

We endeavour to provide you with the best opportunity to study. Knowing your responsibilities and our expectations of you will ensure your time with us is productive and enjoyable:

- When communicating with us treat staff fairly, with respect and courtesy, in line with our Equality, Diversity and Inclusion Policy
- Comply with UCQ academic regulations and enrolment conditions
- Abide by your responsibilities as specified in your Individual Learning Plan and enrolment documentation
- Actively participate and complete your studies
- Do not engage in plagiarism, collusion or cheating during any assessment
- Notify us of circumstances affecting your studies

How to make a complaint

Complaints can be made in writing to complaints@ucq.ac.uk

For further information please refer to the UCQ Complaints Policy. This policy is published on the UCQ website, available at https://ucq.ac.uk/policies/

Document history

ISSUE NO.	DATE	PAGE	REVIEWER	DETAIL OF AMENDMENT
04	13/12/2024	All	Tara Henderson	Periodic review undertaken: 'Our role' para updated to reflect changes in funding body; Title of EDI Policy updated throughout; 'What we expect of you': 'commitment statement' replaced with 'enrolment documentation'; Footer updated