



CUSTOMER SERVICE STATEMENT

Welcome to Personal Trainer Academy

We hope you will find all the information/guidance required as a Personal Trainer Academy learner; however, please contact us should you require further assistance in any area.

If you require full descriptions of all our qualifications, please refer to the Personal Trainer Academy website or the awarding organisations website

Contact details:

92 Broad Street
Birmingham
B15 1AU

Customer Service Team T: 0121 450 9017

E: info@ptacademy.com

Pages contained within this document may be photocopied. Please contact us if you would prefer electronic copies.



Customer Service Statement

Personal Trainer Academy is committed to providing customers with a high Quality service which will guide learners successfully through the admissions process and enables them to choose the right course.

What you can expect from US:

We will:

- Make the interests of learners and other clients our priority
- Offer information on the full range of courses and qualifications provided by PT Academy with appropriate national accreditation and international recognition
- Offer advice on choosing best course for you
- Give information on what the courses involve including; how to apply, course content, entry requirements and assessment
- Give prompt, helpful and friendly response to telephone and e-mail enquiries, normally within two working days
- Telephone calls and emails answered without delay in a polite, courteous and professional manner
- Respond to written correspondence within seven working days, except requests for examination dates, which we will prioritise according to the urgency of the appointment
- Provide regular news updates on our website to keep you informed of all our latest guidance in all areas
- Maintain full and accessible current information on our fees, and publish any changes to them according to the schedules set out in our literature
- Give professional and individual advice where appropriate when you seek clarification prior to your own or your learners' examination
- Support our tutors, assessors, learners and centres through forward-looking publications and training
- Include clear and simple guidance notes in all our brochures and centre handbooks
- Notify applicants of their learners' examination dates and times at least three weeks in advance of their examination dates
- Have confidential and secure procedures for storing learners work and assessment results
- Ensure learners have access to suitable local examination facilities
- Have external Assessment results issued within 28 days
- Offer high quality resources for all qualifications
- Ensure all feedback is responded to in a positive manner
- Deal with financial transactions appropriately and in a timely manner
- Make an initial response to complaints within seven working days



- Dispatch confirmation of results to centres within the timeframes and through the methods announced in our syllabuses and supporting documents
- Respond to formal appeals at three levels as detailed in our appeals policy, with an independent opinion at the third level
- Spot check a sample of centres annually
- Immediately investigate allegations of malpractice in relation to our examination system
- Keep records of learners' achievements and respond to legitimate requests for these records
- Comply in all areas of the UK Data Protection Act
- Comply with all current relevant statutory legislation
- Continue to ensure that we are committed to providing equality of opportunity and treatment for all, and that we will not unlawfully or unfairly discriminate directly or indirectly on the basis of gender, age, ethnic origin or disability in our dealings with learners, their parents, teachers, examiners, representatives or stewards
- Provide our clients and customers with the opportunity to comment on all aspects of our service by contacting us at any time
- We will provide technical support available on a daily basis
- We have a knowledgeable and supportive tutor/assessor and delivery team to support our learners

We aim to develop positive working relationships with customers to achieve customer satisfaction. In addition, and updates are communicated regularly to customers via the following:

Email updates
Our website
Training days for tutor/assessors
Telephone mentoring
Our Facebook page
Our Instagram page

What do we expect from you?

- In turn, we would ask that you treat staff and other users of the service with respect.
- To tell us if there is a problem so that we can help.
- To give us feedback so that we can improve our service to you.
- Attend all classes and tutorials punctually
- Inform your tutor if you are unable to attend class
- If you have a scheduled meeting with your tutor/assessor or have booked a training or assessment day and cannot attend, please let us know.
- Come prepared and participate fully in all classes, tutorials and other activities
- Ensure you attend any course inductions planned by your tutor or included in your course
- Complete all classwork, assessments and exams by the specified dates
- Follow up the lesson with any further study necessary
- Be responsible for your behavior in relation to health and safety
- Take care of any Centre property and equipment
- Keep the classroom/gym clean and tidy by disposing of litter in the bins provided
- Not to eat or drink (water is allowed) in classrooms
- Not swear or behave in a way that makes any other person feel uncomfortable or vulnerable
- Not misuse Centre facilities or access inappropriate web sites *
- Switch off mobile telephones during any learning or assessments

Centre Communication

Written correspondence/emails

All email enquiries will be responded to within 24 hours on a working day where appropriate. However, in some instances it may be required that follow up correspondence is necessary. Staff will activate an auto-response prior to going on leave which states when they will return and an alternative contact.

Written correspondence will be responded to within five working days. In some instances, this may be an acknowledgement letter to allow further investigations to take place and the letter will state the expected timeframe of a full response.

All written correspondence will be on headed note paper and will be dated with the date of posting.

Compliments

It is important that you are happy with the services we provide to enable us to learn from things that go well. Any compliments you may wish to make about what we do or the people who do it will be passed to those concerned.



Comments

We welcome constructive comments and suggestions. Your ideas will be listened to and given careful consideration.

Complaints

It is important to us that you let us know if you are not satisfied. Anyone is entitled to make a complaint, express dissatisfaction or injustice about any aspect of the service we provide. We aim to deal with complaints as quickly as possible. This can be done immediately in many cases and without going through a formal procedure. Your concerns may well be resolved by talking directly to the Office Supervisor or Lead Internal Quality Assurance at Personal Trainer Academy. If this is not possible, or you are not entirely satisfied with the outcome, you should submit your complaint, to the Director of Awarding Organisation, where you will receive a response within 5 working days. If the nature of the complaint requires an investigation, then you will receive an explanation if deadlines are not met. You can be assured that any financial or personal details will be treated confidentially and there should be no fear that by making a complaint you will be treated adversely or be subject to discrimination or retribution.

How to Compliment, Comment or Complain

By telephone (to complain, in the first instance)

Please contact the Centre Director by calling 03300 221 441 or at info@ptacademy.com

In writing:

92 Broad Street
Birmingham
B15 1AU