



## The American Institute of Extended Studies (AIES) Customer Service Statement

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**1. AIES** is an educational organization for the Business sector and is committed to making its qualifications highly accessible and delivered to excellent standards. It aims to ensure 100 per cent customer satisfaction through the provision of a focused and responsive customer service, which includes the following areas.

### **2. Communicating with Centers**

*AIES Qualifications aims to:*

- Conduct contact with centers in a consistent, fair, professional and responsible manner.
- Communicate with our Centers in English
- Acknowledge correspondence within 3 working days of receipt and provide a full response within 10 working days.
- Process requests for Examinations Guidelines or other publications within 3 working days.
- Keep all Centers informed of changes relating to **AIES** qualifications, quality assurance and examination administration procedures through newsletters, workshops and website.
- Publish to Centers an annual price list of its fees and notify Centers of any forthcoming changes by letter or by email six months prior to any change taking effect.
- Encourage feedback from centers on the levels of service provided by **AIES** Send out annual customer survey questionnaires to all approved Centers, evaluate responses, take appropriate action and provide feedback to Centers.

### **3. Communicating with Candidates**

*AIES Qualifications aims to:*

- Acknowledge correspondence, including complaints, within 3 working days of receipt and provide a full response within 10 working days.
- Process requests for Examinations Guidelines or other publications within 3 working days.
- Encourage feedback from candidates on any specific problems encountered in accessing **AIES** qualifications. All comments can be received by letter, e-mail or telephone; see contact details at the end of the statement.

#### **4. Developing and Maintaining Qualifications**

*AIES Qualifications aims to:*

- Develop qualifications in consultation with the Business sector and regulatory bodies, which meet the needs of the sector.
- Introduce new qualifications to approved centers where there is proven demand.
- Review and update qualifications to ensure they retain their currency.

#### **5. Centre Approvals and Monitoring Process**

*AIES Qualifications aims to:*

- Provide applicants with its Application to become an Approved Centre, which outlines the standards and quality assurance requirements applicants have to meet to gain and retain approved center status.
- Acknowledge receipt of applications within 3 working days.
- Arrange an approval visit normally within 60 working days, or by agreement with the applicant center
- Confirm outcome of an approval visit within 30 working days of the visit.
- Provide approved centers with guidance notes on the management of assessment for candidates with particular assessment requirements.
- Monitor approved centers to ensure that they continue to comply with **AIES** Qualifications criteria for center approval, normally on an annual basis.
- Advise centers of the monitoring process and agree a date for a monitoring visit.
- Present a monitoring report to the center contact at the end of the visit.

#### **6. Servicing Of Approved Centers**

- ***AIES** Qualifications aims to:*
- Set up, maintain and review administrative systems for all examinations, which safeguard the integrity of the examinations and are as user friendly as possible.
- Provide all centers with up-to-date administrative instructions for all examinations they are approved to administer.
- Advise all centers of regulatory changes, which may affect a qualification's content and/or examination.
- Process all examination results, which are centrally marked by **AIES** Qualifications and communicate results to Centers within 50 working days from the date of the examination.
- Issue certificates for successful candidates to centers within 10 working days of the results having been notified to centers.
- **AIES** Qualifications policy is to conduct its examinations in English. If examination papers in any other languages are requested the Centre is required to give **AIES** four months notice to ensure that up-to-date papers, testing knowledge of current regulations, are available in the requested language.

## **7. Complaints and Appeals Procedures for Candidates**

*AIES Qualifications aims to:*

- Maintain a log of complaints and **AIES** Qualifications' action/responses, to be reviewed monthly by the Head of Qualifications any identified lapse of procedure rectified within 15 working days of the review.
- Resolve complaints, or provide an outlined course of action within 15 working days from the date of receipt and logging of the complaint.
- Confirm in writing the decision of the Appeals panel within 5 working days.

## **8. Communications for Candidates**

Enquiries relating to:

- Examination Paper Queries, entries, timetable and requests for duplicate certificates.
- Candidates enquiries on results, requests for past papers, re-marking and complaints.
- Examinations policy e.g. administration of the examination, issue of certificates, fee structures.
- Qualifications specifications, syllabus, examination questions and information about the Qualifications on the **AIES** website Post **AIES** Qualifications.

## **9. Communications for Centers Only**

Enquiries relating to Centre approval and monitoring visits, quality assurance matters and invoices should be made to:

Address: 1 League #61531, Irvine, CA 92602, USA

Telephone: +1 (949) 679-6066

Email: [info@aiesus.org](mailto:info@aiesus.org)