



The Qualification Hub

Policy, Procedures and Documents

Customer Service Statement

Version

1.0

Review Date

January 2026

Reviewed By

TQH Board of Directors

thequalificationhub.com |



Table of Contents

Introduction	3
Our Commitment	3
Centre Support	3
General Support and Communication	4
How to Contact Us	4
Confidentiality and Regulatory Duties	5
Continuous Improvement	5
Contact us	5



Introduction

The Qualification Hub (TQH) is committed to providing exceptional service and support to all our customers — including approved centres, their staff, and learners — in line with our values of quality, transparency, and professionalism.

We aim to ensure that every interaction with TQH reflects our commitment to regulatory compliance, customer care, and continuous improvement, as required under Ofqual's General Conditions of Recognition.

Our Commitment

We are committed to safeguarding the interests of learners, maintaining public confidence in our qualifications, and supporting centres to deliver high-quality regulated qualifications in accordance with the General Conditions of Recognition.

We will always:

- Deliver a professional, responsive, and fair service to centres, staff, and learners.
- Operate transparently and ethically, in line with Ofqual's requirements for awarding organisations.
- Welcome and act upon feedback to improve our qualifications, systems, and support.
- Treat every individual with respect, equality, and courtesy.
- Keep all information confidential and only share details where permitted by law or regulatory duty.

Centre Support

TQH will:

- Provide a clear, user-friendly, and supportive centre approval process.
- Offer guidance and resources to help centres deliver high-quality qualifications and maintain compliance.



- Ensure the quality and reliability of all procedures, assessments, and certification processes.
- Issue certificates promptly following successful completion of all assessment, quality assurance and certification checks, in accordance with our Certification arrangements.
- Provide fair, competitive pricing and clear information on all fees within our published Fees Policy.
- Professionally conduct all business, ensuring best value and integrity at all times.

General Support and Communication

We will:

- Acknowledge all emails and telephone enquiries within 1 working days and aim to respond fully within 5 working days.
- Respond to all formal complaints within 24 hours (acknowledgement) and provide a full response in line with our Complaints Policy.
- Ensure all staff are qualified, trained, and equipped to provide accurate information and advice.
- Maintain a supportive and friendly attitude in all communications.
- Use customer feedback and satisfaction data to inform continuous improvement of our qualifications and services.

How to Contact Us

We encourage all centres, learners, and stakeholders to contact us for support, advice, or information about our qualifications and services.

Telephone: 07812599980

Email: lois@thequalificationhub.com

Post: The Qualification Hub - Unit 1a Old Gasworks Business Park, Kilmorey Street, Newry, Northern Ireland, BT34 2DH

**Office Hours:**

Monday to Friday, 9:00am – 5:00pm
(Voicemail and email monitored outside normal hours.)

If a full response cannot be provided immediately, we will confirm receipt and give an estimated timeframe for resolution.

Confidentiality and Regulatory Duties

In responding to enquiries, TQH will always act in accordance with Ofqual's regulatory requirements. We are not obliged to disclose information where doing so would breach confidentiality, data protection legislation, or any other legal duty.

Continuous Improvement

This Customer Service Statement is reviewed annually by the Head of Quality Assurance, approved by the Responsible Officer, and ratified by the Board of Directors (Board), ensuring it continues to meet the expectations of our customers, centres, and Ofqual.

Contact us

If you have any questions about this Customer Service Statement, please contact us using the details below;

lois@thequalificationhub.com

