

## **CUSTOMER CHARTER**

**FAA strive to be the leading Awarding Organisation for First Aid and Compliance awards by providing a clear and simple approach to regulated qualifications for our Centres and Learners, inspiring each to fulfil their potential.**

The dedicated, friendly and experienced team at FAA will provide a personal customer service experience, offering:

- Professional, helpful and friendly service by qualified team members
- Technical advice and support on all aspects of running your Centre or undertaking any of our qualifications
- A user friendly and supportive Centre application process
- Access to our comprehensive online administration system
- An in-depth resource download area
- Up to date information and news through our website, Newsletters and seminars
- Rapid certification turnaround within 7 working days
- Response to all enquiries within 24 hours
- A channel for honest feedback and suggestions
- A clear and open pricing policy providing value for money on all products and services
- Clear, simple and user-friendly administration processes
- Guidance and support through all quality assurance procedures

FAA will lead the way in qualification development providing high quality, clear and informative resources for Centres and Learners, offering:

- Extensive high quality bespoke training resources
- The latest qualifications required by Employers and Regulatory Bodies
- Informative and detailed qualification information
- Professional marketing resources
- Essential workplace skills and qualifications for Learners