



CIEH Candidate Charter

The CIEH Candidate Charter outlines the standards of commitment that can be expected of all CIEH-registered centres, trainers and staff to assist you in your learning. It presents clear guidance on what to expect from your centre/trainer and outlines procedures for candidate enquiries.

1 Communication

Most queries can be addressed by the CIEH-registered centre and trainer responsible for delivering your course.

If, however, you do not receive a satisfactory response, or you would prefer, you can call CIEH Customer Services directly on 020 7827 5800 between 08:30 and 17:30, Monday to Friday.

There is an option to leave a voicemail if lines are busy or you are calling outside of business hours. Alternatively, you can make contact by email – customerservices@cieh.org.

You may write to the Customer Services Manager at The Chartered Institute of Environmental Health, Chadwick Court, 15 Hatfields, London SE1 8DJ.

2 Information

The CIEH-registered centre is responsible for providing you with sufficient pre-course information prior to commencing your training. This should include:

- the CIEH Candidate Charter
- location of the training venue
- course start and finish times
- the exact title of the qualification
- topics covered in the course
- aims and objectives of the course
- instructions on the provision of photographic identification on the day of the examination
- an invitation for you to disclose specific learning needs
- examination/assessment date/s and/or deadline
- details about the examination/assessment method
- details about the certification process.

And, under certain circumstances:

- a timed course programme
- a map of the venue
- pre-course reading list
- details of the dress code to be observed
- any relevant health and safety information.

And, under certain circumstances:

- the centre's equality and diversity policy (see Section 4)
- the centre's complaints procedure (see Section 8)
- the centre's appeals procedure (see Section 7)

Information relating to all current CIEH vocational qualifications is available at www.cieh.org/training.

Details can also be obtained from Customer Services.

3 Candidate certificates

The CIEH forwards all certificates for scan-marked examinations to centres to check and sign before forwarding onto you. You should normally receive your certificate within a month of your exam. The results for non-scan-marked examinations usually take six to eight weeks to process.

You should keep your CIEH award certificate safe, in case evidence of your achievement is required at a future date. If you should ever need a replacement due to loss or damage, you may apply either through your centre or direct to the CIEH. Please note that there is a cost for replacement certificates.

4 Equal opportunities

The CIEH is committed to providing equal opportunities for all candidates. A copy of the CIEH Equality and Diversity Policy is available on request from Customer Services. Your CIEH-registered centre and trainer have also signed a formal agreement, committing them to providing equal opportunities for all candidates. Your centre's Equality and Diversity policy should also be made available to you if requested.

5 Reasonable adjustment for assessment

The CIEH is committed to providing all candidates with an equal opportunity to achieve qualifications through the provision of alternative assessment arrangements where necessary. You may need reasonable adjustments to undertake your assessment if you:

- have a permanent or long-term disability or specific learning need
- have a temporary disability, medical condition or specific learning need

- are indisposed at the time of the examination assessment
- speak English as an other language.

If you believe that you will require reasonable adjustments, you must give your CIEH-registered centre as much notice as possible in order that it can make any necessary arrangements.

6 Special consideration for unforeseen circumstances

If you or your entire course group experience an unforeseen circumstance during an examination or assessment, for example a fire alarm sounds or a candidate falls ill, your trainer can submit details to the CIEH when your examination/assessment is sent to Examination Services for marking. The special circumstances will be considered and taken into account when your examination/assignment is marked and moderated.

7 Appealing against your results

If you are dissatisfied with your results, you have the right to appeal and request a re-mark. Initially, you should follow the centre's own appeals procedure which will be provided to you on request. If necessary, the centre will then contact the CIEH to trigger the CIEH appeals procedure on your behalf. If this is not possible, candidates should contact CIEH Examination Services directly for a copy of the procedure and further details (examinationservicesteam@cieh.org).

There is a fee for re-marking, but this is fully refunded if your appeal is upheld. You should be aware that the outcome of any re-marking could result in a lower mark being awarded.

The Examination Services Manager will write to your centre/trainer within 28 days with the outcome of the appeal. It is the centre's responsibility to communicate this outcome to you.

If you are not satisfied with the decision taken after your appeal, you may submit a further appeal to the CIEH through your centre no later than 14 days after receiving the outcome of your first appeal. This appeal will be considered by the Chief External Examiner, who is an independent arbitrator, and the Examination Services Manager will inform your centre in writing within 28 days of the Chief External Examiner's decision.

If you are not satisfied with the Chief External Examiner's decision, you can resubmit the appeal to CIEH through your centre no later than 14 days after receiving the outcome of your last appeal. This appeal will be considered by the CIEH Qualifications Standards Committee, which will include at least one independent professional with no connections to the CIEH. The decision of the CIEH Qualifications Standards Committee is final, and no further correspondence will be entered into.

8 Making a complaint

The CIEH is committed to ensuring that candidates are provided with the best possible information, services and products, whether direct from the CIEH or through the CIEH's registered centres and trainers. In order to fulfil its obligations, the CIEH continually monitors performance through regular surveys and a clear complaints procedure.

However, it is recognised that there may be occasions when service levels do not meet expectations and you may wish to make a complaint. You should initially contact your CIEH centre, which should be able to address your concerns. If, however, you do not receive a satisfactory response, you can contact the CIEH directly.

All complaints should be submitted in writing under confidential cover and addressed to the Customer Services Manager, providing a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

The Customer Services Manager will fully investigate the complaint and report back within 28 days. If you are not satisfied with the conclusion, you have the right to challenge it by writing to the Head of Operations (on behalf of the CIEH Awarding Organisation). The decision of the Head of Operations will be final and binding, and there is no obligation to provide a written explanation for the decision taken.

The CIEH will at all times strive to protect the anonymity of the complainant.

9 Quality Assurance

The CIEH regularly monitors the activity and performance of CIEH-registered centres and trainers using a range of methods, including audits and surveys. While rare, the CIEH also investigates every allegation of malpractice made against a CIEH-registered centre or trainer. If you have any concerns about any aspect of the delivery and assessment of a CIEH qualification, you can contact the CIEH in confidence, giving precise details of the allegation.

The CIEH also monitors the quality of customer care and performance at regular intervals. The accuracy, presentation and security of candidate results, registration data and other customer information are subject to close scrutiny by the management team. Systematic sample checking is also conducted, and all complaints are investigated.

At the end of your course your trainer will ask you to complete an evaluation form. You are also invited to complete a CIEH Candidate Questionnaire which can be downloaded from www.cieh.org/training

10 Contacting the regulatory authorities

If you do not receive a satisfactory response to your query or concern from your CIEH registered centre or, the CIEH, you can contact the bodies that regulate awarding organisations. The contact details are as follows..

England

Office of the Qualifications and Examinations Regulator
(Ofqual)

Spring Place, Coventry Business Park, Herald Avenue,
Coventry CV5 6UB

Switchboard: 0300 303 3344

(Monday to Friday, between 08:00 and 17:30)

Email: info@ofqual.gov.uk

Wales

Department for Education and Skills (DfES)

Welsh Assembly Government, Cathays Park
Cardiff CF10 3NQ

Phone: 0300 0603300 or 0845 010 3300 (English)

0300 0604400 or 0845 010 4400 (Welsh)

Email: webmaster@wales.gsi.gov.uk

Northern Ireland

Council for the Curriculum Examinations and
Assessment (CCEA)

29 Clarendon Road, Clarendon Dock
Belfast BT1 3BG

Phone: 02890 261200

Email: info@ccea.org.uk

11 Sharing your information

If you supply your Unique Learner Number (ULN) when you undertake your examination or assessment, details of your number and qualifications awarded will be forwarded to the Learning Records Service of the Skills Funding Agency (SFA) to fulfil its statutory functions, including checking your ULN and updating your Personal Learning Record (PLR). With your agreement, the SFA may share your PLR with partner organisations – for example, colleges, universities or awarding organisations.