



EXAMINATIONS AND AWARDS BOARD CUSTOMER SERVICE POLICY

Our aim is to provide an efficient, fair and effective service to our customers. This policy covers the service provided to customers by the NFOPP Examinations and Awards Board and its administration. It covers:

- How we will provide you with help and assistance
- Standards of service you can expect
- How you can make suggestions for improvements to our service
- How to complain if you are unhappy with the service we provide

Provision of help and assistance

Guidance on the examination procedures and study can be accessed through our information packs and via the syllabi, examination regulations, appeals procedure and, where available, past examination questions and specimen questions. All of these documents are available for download from our website www.nfopp.co.uk/qualifications

Registration if applicable and Study fees for each qualification (as of July 2010) can be found on each webpage or posted out upon request

[NFOPP LEVEL 3 AWARD IN DOMESTIC ENERGY ASSESSMENT](#)

[NFOPP TECHNICAL AWARD SALE OF RESIDENTIAL PROPERTY](#)

[NFOPP TECHNICAL AWARD SALE OF RESIDENTIAL PROPERTY - SCOTLAND](#)

[NFOPP TECHNICAL AWARD IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT](#)

[NFOPP TECHNICAL AWARD IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT - SCOTLAND](#)

[NFOPP TECHNICAL AWARD IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT NORTHERN IRELAND](#)

[NFOPP TECHNICAL AWARD IN CHATTELS AUCTIONEERING](#)

[NFOPP TECHNICAL AWARD IN REAL PROPERTY AUCTIONEERING](#)

[NFOPP TECHNICAL AWARD IN COMMERCIAL PROPERTY AGENCY](#)

[The NFOPP DIPLOMA IN RESIDENTIAL ESTATE AGENCY \(DipREA\)](#)

[The NFOPP DIPLOMA IN RESIDENTIAL LETTING & MANAGEMENT \(DipRLM\)](#)

[The NFOPP DIPLOMA IN COMMERCIAL PROPERTY AGENCY \(DipCPA\)](#)

Replacement certificate costs

[Replacement certificate form](#)

Appeals

Appeal Fees

Contact us

We can be contacted by telephone on 01926 417794, in writing to the above address or by e-mail to quals@nfopp.co.uk. We are available from Monday to Friday between the hours of 9.00 a.m. to 5.30 p.m. We will endeavour to answer your questions or requests for assistance immediately. Where we have to seek assistance from elsewhere, we will respond within 10 days. If this is not possible, we will tell you why and when you can expect a reply.

However you contact us, we will:

- Provide a clear, accurate and helpful response
- Be clear about what action you need to take and by what date, if applicable
- Be courteous and professional

Privacy and confidentiality

We will deal with your affairs on a strictly confidential basis. All mail will be sent to the address instructed by you. No examination results or information about you will be divulged to any other person EXCEPT where you have given express permission in writing for this to happen.

Additional needs

If you have any additional needs (for example related to a disability), we will provide assistance where we can. There is a [Additional Needs Policy](#), available on the website www.nfopp.co.uk or we can email or post you a copy on request. Please email or write to us explaining the problem and what you need from us, and we will advise you accordingly.

Bilingual assessment

Study for and assessment of the NFOPP qualifications is currently available in the English language only, and all communications with candidates will be in English.

Examination Regulations and Appeals Procedures

We produce documents detailing our Examination Regulations and Enquires and Appeals Procedure, which are available to you on our website www.nfopp.co.uk, or they can be emailed or posted to you. A copy of the Examination Regulations is also sent to you when your examination registration is confirmed. They set out both your rights and the rights and regulations of the Examinations Board.

Examination Results

Examination results will be sent out to candidates in accordance with the timescales set for the method of assessment taken. Please see individual qualification information for further details. In order to preserve confidentiality examination results can only be notified by post, and not by telephone, e-mail or any other means. Should you not receive your results by the expected date, please notify us immediately.

If you wish to appeal against an examination marking

Please refer to the Enquires and Appeals Procedure.

If you wish to complain

If you are unhappy with any aspect of our service, (apart from your examination marking, which is covered by the Enquires and Appeals Procedure), you should complain first to the Qualifications Manager of the NFOPP. We will, in accordance with our Customer Service targets, respond to your complaint within 10 working days, either in full or giving you a date when you will receive a full response if further investigation is needed. If you are still not satisfied, you can refer the complaint to the Head of Business Development Services.

If you are unhappy about the service provided to you by a training provider or college in connection with NFOPP qualifications you should notify them in the first instance. If your complaint is not dealt with satisfactorily then we may be able to assist.

Telephone: +44 (0)1926 417794 Facsimile: +44 (0)1926 417789
NFOPP Registered No. 6001740
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG



Improvements to our service

We welcome your comments and suggestions and use them to improve our services and procedures. We send out feedback sheets regularly to candidates and training providers, but if you have any suggestions for improvement, please send them to the Qualifications Manager at the NFOPP.

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