

SERVICE LEVEL POLICY

Policy Owner	Quality Assurance and Compliance Department
Approved By	Governing Body
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B-TIC

**BUSINESS AND TECHNOLOGY
INTERNATIONAL CAMPUS**

Professionalism Simplified

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1.Introduction

B-TIC is highly responsible to maintain and improve the quality of all the Qualifications that we Design, Deliver, Assess, Quality Assure and Award as per the standard and recommend of the Regulators.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Recognised Centres and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following B-TIC products:

Ofqual Regulated Qualifications and Units	<input checked="" type="checkbox"/>
Quality Assurance Agency Regulated	<input type="checkbox"/>
B-TIC Quality Assured and Endorsed Courses	<input checked="" type="checkbox"/>

3. Audience

This document is for use by the following:

- a. Potential Candidates

4. Regulations and Compliance

As set out in “Ofqual General Conditions of Recognition” requires Awarding Organizations to establish and maintain evidence of their compliance as Conditions for Recognition.

B-TIC builds and improve the Policy consistently to comply with and maintain evidences in cross reference to Regulations.

Policy cross reference to “Ofqual General Conditions of Recognition (OGCR). "Ofqual General Conditions of Recognition” shall fill the gaps in this Policy.

OGCR Reference	Page	Title of the Section
Not Applicable		

5. Policy Statement

5.1 General

Communication and Inquiries,

B-TIC shall,

- aim to provide an initial response to general enquiries within 48 hours
- provide precise and clear information when required
- publish the contact details clearly on the website

Centre Recognition,

B-TIC shall,

- complete the Health Assessment of Centre Recognition within 10 working days of receipt
- provide the signed Centre Agreement and the Centre Certificate within 10 working days from Centre Recognition application date.

ADMISSION	WORKING DAYS
Learner Registration	28 days
Registration Fee Invoice Settlement	10 days
Unique Learner Number	10 days
B-TIC LMS Access	10 Days
Learner Information Confirmation by the Learner	10 days

MARKING	WORKING DAYS
First Marker	10 days
Second Marker (IVQA)	10 days
EVQA	10 days
CERTIFICATION	WORKING DAYS
Issuing of Certificates	10 days
Replacement of Certificates	10 days
APPEAL AND COMPLAINTS	WORKING DAYS
Each Stage	10 days
REASONABLE ASSESSMENT ADJUSTMENT	WORKING DAYS
Confirmation of the Receipt of Enquiry	10 days
Confirmation of the Decision	10 days
SPECIAL CONSIDERATION	WORKING DAYS
Confirmation of the Receipt of Inquiry	10 days
Confirmation of the Decision	10 days
STANDARDISATION	WORKING DAYS
Internal Standardisation	10 days
EVQA of Internal Standardisation	10 days

External Standardisation for Multiple Centres	10 days
SANCTIONS	WORKING DAYS
Very low risk	6 Months
Low risk	3 Months
Moderate risk	Immediately
High Risk	Immediately
Very high Risk	Immediately
MONITORING ACTIVITIES	WORKING DAYS
Monitoring Activities and Investigations	10 Days
Recognised Centre Re-Recognition	10 Days

End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of in this document.



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