



THE WORSHIPFUL COMPANY OF FARRIERS

CUSTOMER SERVICE STATEMENT

The Worshipful Company of Farriers (WCF) is committed to providing a responsive, quality service for all those involved in the delivery of the Company's qualifications including Examination Centres, candidates, apprentices, examiners, and aspiring farriers. This service is open and informative, and feedback is always welcome.

The WCF has produced the Examination Manual that outlines the role and responsibilities of the partners in the quality assurance chain, so that all those involved can be clear about what is expected from the various organisations and individuals within the chain.

This statement has been produced to indicate where further information can be found in the following key areas:

Information on the Diploma Exam

The outline structure is shown in Section 5 of the Examination Manual. There is more detail in various Sections as follows:

- Administration of the Diploma examination – Sections 14 - 23
- The examination syllabus – Appendix 1
- The marking system – Sections 17, 20, and 22.
- Calculation of Results and Award Criteria – Section 23.
- Reports & feedback – Sections 24

Complaints, Enquiries, and Appeals

Detail of the procedures will be found in Appendix 16 to the Examination Manual or [www.wcf.org.uk/pdfs/App 16 Complaints and Appeals.pdf](http://www.wcf.org.uk/pdfs/App%2016%20Complaints%20and%20Appeals.pdf)

Equality of Opportunity

The Company has a modern policy of Equality of Opportunity for all persons involved in the examination process. See Appendix 4 to the Examination Manual or [www.wcf.org.uk/pdfs/App 4 Equality of Opportunity.pdf](http://www.wcf.org.uk/pdfs/App%204%20Equality%20of%20Opportunity.pdf)

Reasonable Adjustment and Special Considerations

Detail of the arrangements will be found in Appendix 2 to the Examination Manual or at [www.wcf.org.uk/pdfs/App 2 Reasonable Adjustments.pdf](http://www.wcf.org.uk/pdfs/App%202%20Reasonable%20Adjustments.pdf).

Fee Structure

Fees are reviewed annually. Details relating to the fees for examinations and replacement certificates are covered in Annex H or from www.wcf.org.uk/pdfs/Annex H Fee Structure.pdf

Points of Contact

The first point of contact on all matters relating the Diploma Examination is the Company's Registrar, registrar@wcf.org.uk. (See useful addresses at Annex B).

Queries relating to training, either with the Approved Training Farrier off-the-job training at college, or the apprenticeship scheme should be directed to the relevant college in the first instance.

CUSTOMER SERVICE TARGETS

Examination

1. The examination question papers are with the examination centres within the period of fourteen to four days prior to the examination.
2. The examination results are forwarded to candidates within seven days of completion of the examination session (i.e. once examinations at all of the Colleges are complete).
3. The Certificates will be presented within 6 weeks of successful completion of the Apprenticeship.

Complaints, Enquiries, and Appeals

Complaints The Worshipful Company of Farriers will acknowledge the letter normally within 5 working days and the complainant will receive a full response to the complaint normally within 30 working days

Enquiry The Worshipful Company of Farriers will acknowledge the letter normally within 5 working days and the candidate will receive a detailed report of the outcome of the enquiry normally within 30 working days.

Appeal On receipt of a formal written request for an Appeal, the Worshipful Company of Farriers will usually hear the Appeal within 30 working days. The appellant will normally receive a full response within 25 working days of the Appeal hearing.

MONITORING AND REVIEW OF THE CUSTOMER SERVICE TARGETS

Candidate feedback is provided through the college feedback system. Colleges are invited to forward any feedback immediately after each set of examinations directly to the Registrar. These Customer Service Targets are measured, evaluated, and reviewed annually by the Examinations Board at their November meeting. The review will then be reported to the Court at its December meeting.