



Our Mission

The Authority will lead a cultural change, in partnership with stakeholders, with the aim of achieving

- wide recognition of outcomes of learning, and
- improved access for learners to quality learning opportunities.

Introduction

This Charter sets out the standards of service you are entitled to expect from us. In delivering this service the Authority will:

- treat you with courtesy, professionalism and efficiency
- provide the best possible service and advice
- aim to ensure that rights to equal treatment set out by equality legislation are upheld in the delivery of our services
- communicate with you in clear, straightforward language
- welcome all your suggestions and comments
- aim, where possible, to meet any special need our customer may have
- deal promptly and appropriately with complaints

Our Commitment to our Customers

The National Qualifications Authority of Ireland customers include learners, parent Departments and elected representatives. The Authority is committed to providing and delivering the highest quality service to our customers and to ensuring continuous improvement in the standard of service that we provide. We aim to put the customer at the centre of everything we do. In our dealings with our customers, we will ensure the rights to equal treatment established by equality legislation are upheld.

Telephone Services:

We will:

- be available to answer telephone calls during the hours of 8.30am to 5.30pm Monday to Friday
- identify ourselves to customers
- answer all calls quickly and in order to ensure optimum efficiency we will ensure that all staff extension numbers are publicly available
- be polite and helpful, and do our best to provide our customers with clear and correct information and to help the customers as much as we can with all of the information available
- take the customer's details if we cannot give an answer straight away and call the customer back at a suitable time

- only connect callers to voicemail when the person they wish to speak to is unavailable and we will do our best to respond to voicemail messages within one working day
- ensure that voicemail greetings are updated as is necessary and appropriate to changing circumstances

Meetings and visits to our offices

We will:

- be available from Monday to Friday from 9am to 5pm
- be available to meet with customers by appointment
- be as flexible as possible for customers who have not made appointments
- greet visitors politely, be fair and helpful and deal with their enquiries as quickly as possible
- meet you on time for pre-arranged meetings and when you are visiting our offices we will advise you of the exact location and ensure that you are met when you arrive
- ensure that our offices are accessible for people with disabilities. If you have any concerns or special needs please let us know how we may be of assistance
- ensure that our offices are clean and tidy and meet all standard health and safety requirements

Written Correspondence

We will:

- acknowledge receipt of written correspondence within 5 working days
- resolve queries submitted in writing in a timely fashion
- keep the customer informed with the progress of their query where there is a delay in issuing a final response
- ensure that all correspondence is written in clear, simple language and contains full contact details in case the recipient wishes to query the information provided
- respond to correspondence in the Irish language if required

Our Websites

The Authority's websites are a primary channel of communication providing information on our services.

We will:

- keep our websites up-to-date, user friendly and compliant with disability access requirements
- ensure the information provided is relevant to you, our customer
- will listen to your comments on the quality of our websites and continue to improve our customers requirements
- continue to evaluate and enhance the information on our websites to meet your needs
- provide an Irish version of the National Framework of Qualifications website (www.nfq.ie)

Our websites are:

- www.ngai.ie
- www.nfq.ie
- www.qualrec.ie
- www.europass.ie
- www.qualifax.ie
- www.acels.ie

Service in Irish

The Authority will make every effort to accommodate persons who wish to conduct their business through the medium of Irish.

We will:

- reply in Irish to correspondence received in Irish
- publish key Corporate documents in both Irish and English
- put as much material as possible on our National Framework of Qualifications website in Irish
- meet our commitments under the Official Languages Equality Act 2003

Equality/Diversity

The Authority is committed to respecting the principles of equality and the diversity of our customers in the delivery of our services.

We will ensure that there is no discrimination on grounds of:

- Gender,
- Marital status,
- Family status,
- Sexual orientation,
- Religious belief,
- Age,
- Disability,
- Race,
- Membership of the traveller community

We will:

- treat all our customers equally
- remain fully committed to providing a service that is accessible and relevant to all our customers
- consult with our customers to ensure that their access needs are assessed
- provide appropriate staff training to support the Equal Status Policy
- ensure that public areas within our premises are accessible to all callers
- ensure that assistance is given when required

Complaints

The National Qualifications Authority of Ireland has a strong commitment to delivering a high standard of service and will investigate any complaints made in a fair and appropriate manner. Our customers can help us by:

- providing comments, making a complaint or making a suggestion about the service we deliver
- filling out and returning any customer survey forms we may send to them

A complaint can be made in the following ways:

- by discussing the complaint with the staff member you have been dealing with
- or if you feel the issue is still not resolved, you can contact Eamonn Collins, Corporate Business Manager by telephone 01 8871520 or
- by email to ecollins@nqai.ie or
- by letter to Eamonn Collins, 5th Floor, Jervis House, Jervis Street, Dublin 1

We will:

- acknowledge your complaint within 5 working days and respond within 10 working days
- get back to you with a substantive response within 10 working days and advise you of the name of the staff member handling the complaint if further investigations are required
- use your complaint as an opportunity to put things right and to take action to ensure that the problem does not recur
- aim to resolve your complaint to your complete satisfaction as soon as possible. If you are still not satisfied you may request the matter be escalated internally to the Director of Corporate Affairs, Claire Byrne. Doing so will initiate a review and you will be contacted within 5 days to discuss your complaint and to try to reach a satisfactory conclusion.
- treat the complaint in confidence unless a complainant wishes otherwise (and subject to the Authority's obligations under the Freedom of Information Acts, 1997 and 2003)

Freedom of Information (FOI)

The [Freedom of Information Act, 1997](#) (FOI) as amended by the [Freedom of Information \(Amendment\) Act, 2003](#) obliges government departments, the Health Service Executive (HSE), local authorities and a range of other statutory agencies to publish information on their activities and to make personal information available to citizens.

In addition, the Freedom of Information Act establishes the following statutory rights:

- A legal right for each person to access information held by public bodies and government departments
- A legal right for each person to have official information relating to himself/herself amended where it is incomplete, incorrect or misleading
- A legal right to obtain reasons for decisions affecting himself/herself

A Freedom of Information request should be made in writing and addressed to the FOI Coordinator Eamonn Collins, Corporate Business Manager, National Qualifications Authority of Ireland, 5th Floor, Jervis House, Jervis Street, Dublin 1.

Health and Safety

The National Qualifications Authority of Ireland is committed to managing and conducting its work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of its employees and others who may be affected by its business activities. The Authority will ensure, as far as is reasonably practicable, the safety of visitors while on the premises by providing public offices that comply with all current occupational health, safety and welfare standards.

We will:

- provide and maintain a safe workplace
- prevent any improper conduct or behaviour likely to put the safety, health and welfare of employees or visitors at risk
- provide instruction and training to employees on health and safety
- appoint a competent person as the Authority's Safety Officer

Data Protection

The National Qualifications Authority of Ireland fully respects your right to privacy, and will not collect any personal information about you without your clear permission. Any personal information which you volunteer to the Authority will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 and 2003.

Under section 4 of the Data Protection Acts, 1988 and 2003, you have a right to obtain a copy of any personal information relating to you.

In addition Section 17 of the Act sets out the mechanism whereby such a record may be amended if it is incomplete, incorrect or misleading. This right parallels a provision in the Data Protection Act allowing for amendment of personal data.

To access a copy of personal data held by the Authority in relation to you, please contact: Eamonn Collins, Corporate Business Manager, National Qualifications Authority of Ireland , 5th Floor, Jervis House, Jervis Street, Dublin 1.