

# Enquiries Policy

<b>Document Specification:</b>			
Purpose:	To set out the policy and procedure to be followed by NALP when dealing with enquiries from learners, centres, Ofqual and other parties in relation to their activities as a recognised Awarding Organisation		
Accountability:	NALP Governing Board	Responsibility:	Responsible Officer
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## **National Association of Licensed Paralegals (NALP)**

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### 1. Purpose and Scope of Policy

The National Association of Licensed Paralegals (NALP) is an awarding organisation recognised and regulated by Ofqual. Under the Ofqual Conditions of Recognition, NALP is required to ensure that all enquiries are dealt with efficiently and effectively and must respond to such in a timely manner. This policy sets out the ways in which NALP ensures compliance with those Conditions.

Enquiries can be received by a variety of different mediums – telephone, text, email, website contact form, letter, etc. – and can be received from learners, centres, regulators or other users of our qualifications.

Please note that this Policy only deals with standard enquiries and does not deal with complaints or appeals against assessment decisions which are dealt with under our Complaint Policy and Appeals Policy respectively.

### 2. Enquirer Identification and Nature of Enquiry

All enquirers' identification, including name, centre name, learner ID number and membership number (where appropriate) are recorded in the NALP enquiry log which is maintained by the Office Administrator. Main points recorded are: Date, time, enquirer, organisation, type of enquiry, telephone/email contact details, and who the enquiry is for or has been directed to.

The nature and urgency of the enquiry is ascertained and allocated to the correct member of staff. Main enquirers are usually learners, members, those interested in courses, organisations or individuals from professional bodies or colleges that NALP are liaising with at that time.

All general enquiries will be directed to the Administration Manager at NALP for an initial response. In accordance with the customer service statement, enquiries will be handled within the given timescales.

Enquiries of a specific nature will be passed to the relevant person to deal with once they are logged for monitoring purposes.

Enquiries related to either the Level 3, Level 4 or Level 7 Diploma courses or enquiries about working as a paralegal, membership, or enrolment and payment options are usually dealt with by Course Administrator.

If the call is for the CEO, calls are first screened to see if she is available to take the call. If the CEO is unavailable to take the call at that time, the Enquirer's details (name, nature of call, email and telephone number) is taken and either emailed directly or by message pad. Response to queries is usually made within the same day or as soon as possible following the enquiry.

### 3. Enquiries concerning general information on NALP courses

- Ask Enquirer which course they are interested in specifically.
- If they don't know or haven't looked at the website, ask if they have previous knowledge of Law or are a Law graduate (LLB).
- Having ascertained the Enquirer's level of previous legal background refer them to the best course for them and explain the syllabus and payment structure to them.
- If they wish to proceed with booking the course they can be directed to the online booking option.
- Email the Enquirer the enrolment form and follow the Course Enrolment and Registration procedure.

### 4. Enquiries concerning potential Malpractice/Maladministration

- Contact details of Enquirer, Centre and nature of concerns noted.
- Details to be referred to the Responsible Officer for response and action
- Record details on Incident log.
- Create file (paper and electronic)

### 5. Enquiries about Exams or Assessments

- General enquiries about examination details will be dealt with by the Administrator in the first instance.
- Complex enquiries about examinations will be passed to the Responsible Officer.
- Any enquiries that are requests for re-examination of results will be dealt with under the Appeals Policy.

### 6. Enquiries regarding Ofqual

- Any enquiries regarding Ofqual should be referred to the Responsible Officer. Make a note of name of Enquirer, telephone number and nature of enquiry.

### **7. Enquiries made by Ofqual**

Make a note of name, telephone number and nature of enquiry in the first instance. All enquiries should be referred to the Responsible Officer.

### **8. Enquiries received 'Out of Hours'**

Any emails received will be read and responded to (or acknowledged if a complicated enquiry) within two working days of receipt. A voicemail system is in place for any telephone calls received out of hours which is listened to on the next working day. All enquiries will receive an acknowledgment or response within two working days of receipt.

For the avoidance of doubt, an enquiry will be deemed to have been received on any working day, provided it has been received (including read or listened to in the case of those sent out of hours) between 9.00am and 4.00pm, Monday to Friday, excluding weekends, bank holidays or pre-notified office closure days.