

Customer Service Agreement for Apprenticeship and Young Apprenticeship Queries

Overview

People 1st is committed to providing an excellent service and developing a good relationship between itself, partners and stakeholders.

Outlined below are our standards and processes for an efficient and speedy resolution of apprenticeship queries and issues as they occur. In the event that you cannot find the information that you are looking for on our website, please feel free to log your query with us.

Sources of information

You can often save time by visiting the apprenticeships section on the People 1st website (www.people1st.co.uk) for frequently asked questions and updates. Information on key skills proxies can be found on the QCDA website (www.qcda.gov.uk)

If your query is not answered by this, please follow the recommended procedure below. This will enable us to provide a speedy response.

Logging apprenticeship queries

To log your query, contact Amina Siddiqui - amina.siddiqui@people1st.co.uk - or call 01895 817056.

Please leave your telephone number in case we need to contact you for further information.

Response times

Confirmation of receipt

All enquiries will receive confirmation of receipt by e-mail within 48 hours.

Query response time

Although we try and respond to queries as they come in, sometimes we have to wait for third parties to get back to us. Query response time will be a maximum of seven working days.

People 1st will endeavour to respond to your query within seven working days. If you need further information during or after this time, call 01895 817000 Ext. 1 (apprenticeship line)