

## DPTrainingUK Policy Document:

- Customer Charter
- Policy Number: DPTTrainingUK-P1-CC-V3
- Policy Date: 01/02/2026
- Review Date: 02/2027

**What This Policy is About:** Our commitment to you; what you can expect from us, from your first enquiry to post-course follow-up.

**Who it Applies to:** Clients, course delegates and booking organisations.

**Key Message:** We aim to respond to all enquiries within 5 working days and to resolve any complaint within 10 working days.

**If you have Any Questions:** Contact us at [info@DPTrainingUK.com](mailto:info@DPTrainingUK.com) or via [www.DPTrainingUK.com](http://www.DPTrainingUK.com). For urgent enquiries, call +44 (0)7921 769868



### 1. Scope

- 1.1. This Customer Charter outlines the commitment that **Different Perspective Training Ltd. (DPTrainingUK)** makes to its clients and outlines the process and procedures involved with client relations from initial contact to post course follow-up, specifically regarding:
  - 1.1.1. **Activities:** The delivery of Training and Consultation in First Aid, Mental Health, Outdoor and Off-Site Safety, and Water Safety.
  - 1.1.2. **People:** All DPTTrainingUK staff, trainers, course delegates, and any members of the public or site staff who interact with the training group or equipment.
  - 1.1.3. **Locations:** All training sites, including bespoke client premises and public venues.

### 2. Customer Enquiries & Information Requests

- 2.1. We have built a strong reputation for delivering premium First Aid, Mental Health, and Outdoor Safety Training that is engaging, practical and most of all, memorable.
- 2.2. Our success depends on quality frontline trainers. Their engagement with our ethos is paramount to effective delivery and delegate engagement.
- 2.3. It is imperative that clients understand what they are engaged in from the initial booking of the course through to post course follow up and booking further training.
- 2.4. We engage with clients on a variety of marketing platforms, social media, emails, telephone conference calls, face to face meetings and hard-form marketing material. From the first point of contact, projecting and protecting our professional reputation is paramount. Regardless of the medium, professional courtesy and exemplary communication are essential at all times. *A reputation takes years to build, but seconds to destroy!* The social media platforms currently engaged are as follows:
  - 2.4.1. Facebook DPTTrainingUK
  - 2.4.2. Instagram DPTTrainingUK
  - 2.4.3. LinkedIn DPTTrainingUK
  - 2.4.4. X/ Twitter @DPTTrainingUK
- 2.5. Our staff will take the time needed to fully understand client requirements and should normally be able to supply them with the following information immediately upon enquiry:
  - 2.5.1. The policies and procedures on the DPTTrainingUK website [www.DPTrainingUK.com/policies](http://www.DPTrainingUK.com/policies)
  - 2.5.2. All fee structures, costs and resources associated with each qualification, including the next due date for amending published fees (January & June).
  - 2.5.3. Qualification training course outline and purpose
  - 2.5.4. Qualification specification, resources & materials required
  - 2.5.5. Administration procedures
  - 2.5.6. The assessment methods used for qualifications
  - 2.5.7. Customer Fair Assessment and Appeals procedure.
  - 2.5.8. Quality assurance documentation and evidence of assessment decisions affecting learner's results
  - 2.5.9. Health & Safety guidelines

### 3. Customer Service Statement

- 3.1. We aim to:
  - 3.1.1. Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).

- 3.1.2. Respond to all recorded telephone messages within 2 working days.
- 3.1.3. Respond to all verbal, email, website enquiries within 5 working days.
- 3.1.4. Process and forward all candidate information and assessment evidence to the Awarding Organisation within 48 hours of course completion. Where a trainer delivers consecutive courses, all paperwork will be processed within 48 hours of the final course in the sequence.
- 3.1.5. Issue the relevant certificates to learners within 48hrs of receipt from Awarding Organisation provided all invoices are paid in full.
- 3.1.6. Support our Trainer/ Assessors delivering our activities.
- 3.1.7. Acknowledge receipt of any appeal within 2 working days.
- 3.1.8. Investigate appeal and provide a reply within 15 working days (3 weeks).
- 3.1.9. Acknowledge receipt of any complaint within 2 working days.
- 3.1.10. Investigate all complaints and provide a reply within 15 working days (3 weeks).
- 3.1.11. Maintain and regularly update the Awarding Organisation website/ Awarding Organisation Administrative Team which is the first port of call for all routine administration and initial information regarding all qualifications and candidates.
- 3.1.12. Provide feedback to any interested or concerned parties.
- 3.1.13. Review this policy annually.

## 4. Quality of Service Indicators

- 4.1. We are committed to providing customers with a quality service that is:
  - 4.1.1. Consultative and responsive
  - 4.1.2. Open and informative
  - 4.1.3. Prompt and efficient
  - 4.1.4. Streamlined and manageable
  - 4.1.5. Cost-effective

## 5. DPTrainingUK Policies

- 5.1. We maintain a coherent set of policies to protect client interests, uphold the integrity of our qualifications, meet regulatory requirements, and ensure business continuity. These can all be found on the DPTrainingUK website at: [www.DPTrainingUK.com/resources/policies](http://www.DPTrainingUK.com/resources/policies).
- 5.2. We develop policies as required and review all policies annually (March) for continuing validity.
- 5.3. All reviewed policies will carry the current year in the header, whether or not amendments have been made.
- 5.4. Policies that are amended during the year will have their version number adjusted.
- 5.5. All policies are maintained for all staff and clients to view at any time.
- 5.6. All staff are made aware of changes to any policy within 5 days of their amendment.
- 5.7. All amended policies are uploaded to the DPTrainingUK website and made available to the Awarding Organisations after any amendment.
- 5.8. DPTrainingUK Policies:
  - 5.8.1. **DPTrainingUK Policy 1 - Customer Charter**
    - 5.8.1.1. Outlines the commitment that DPTrainingUK makes to its clients and explains the process and procedures involved with client and staff relations from initial contact to post course follow-up.
  - 5.8.2. **DPTrainingUK Policy 2 - Staff Charter**
    - 5.8.2.1. Outlines the commitment that DPTrainingUK makes to its staff, the recruitment, vetting and induction process and procedures ensuring that we only engage the best Trainer/ Assessors and Facilitators.
  - 5.8.3. **DPTrainingUK Policy 3 - Child Protection, Safeguarding and Anti-Bullying Policy**
    - 5.8.3.1. Outlines DPTrainingUK's position of zero tolerance toward any harm to children, young people or vulnerable adults and the steps DPTrainingUK takes to ensure a safe environment for all people.
  - 5.8.4. **DPTrainingUK Policy 4 - Equality, Diversity, Inclusion and Fair Assessment Policy**
    - 5.8.4.1. Highlights DPTrainingUK's commitment to providing inclusive opportunities for all and explains how training and facilitation practices promote fair assessment and reflect current legislation.
  - 5.8.5. **DPTrainingUK Policy 5 - Appeals & Complaints, Conflicts of Interest, Malpractice and Misconduct Policy**
    - 5.8.5.1. Explains the processes and actions taken should any allegations of Malpractice, Maladministration or misconduct be raised against a delegate, DPTrainingUK or its Awarding Organisations.
  - 5.8.6. **DPTrainingUK Policy 6 - Internal Quality Assurance Policy**
    - 5.8.6.1. Shows the steps DPTrainingUK takes to ensure that what we do and how we do it remains current, relevant and in line with best practice and External Regulators.
  - 5.8.7. **DPTrainingUK Policy 7 - Privacy & Data Protection Policy**

5.8.7.1. Outlines both data collection, retention and use of Personal Data, both as course delegates and website visitors and shows compliance with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Data (Use & Access) Act 2025.

## 5.8.8. DPTrainingUK Policy 8 - Health, Safety, Environment & Communities Policy

5.8.8.1. The policy that empowers both DPTrainingUK Staff and delegates to be mindful of themselves, others and the world around them to ensure that all our activities are delivered in a safe manner with the wellbeing of all people at the forefront of all we do.

## 6. Course Booking Processes – Private Clients

- 6.1. **Proposal:** During the initial sales phase following detailed discussions with the client identifying their needs and outlining a training program that would fulfil these requirements. This discussion can be carried out by telephone or email and does not always necessitate face to face meetings. Once a training path has been established, a formal proposal document will be sent through to the client in pdf format thoroughly outlining the content, proposed dates and costs of the training. This Proposal document also includes the Terms & Conditions.
- 6.2. **Confirmation of Services;** Once the proposal has been agreed, any alterations made and dates confirmed a Confirmation of Services document will be sent to the client. Confirming company contacts, venue details, timings and includes a further copy of the Terms & Conditions.
- 6.3. **Trainer Selection:** We use a select pool of highly experienced trainers that are invested in the company. Close consideration will be taken to ensure that the correct Trainer/ Assessor is engaged to deliver the course to meet the client's needs and environment in which they work.
- 6.4. **Course Joining Instructions:** In the weeks preceding the course (not less than 4 weeks) delegates will receive a Course Joining Instructions which outline the course content & timings as well as contact and venue details, clothing and equipment needed on the course, data retention policy outline, assessment outline and basic health and safety expectations.

## 7. Course Booking Processes – Public Course Clients

- 7.1. **Website Bookings:** Upon receipt of a Public Course enquiry, we will direct the clients toward our online booking system to secure and reserve their places on the course of their choosing.
- 7.2. **Invoice or PO Bookings:** Where a client needs an invoice or is booking a place on behalf of an organisation, an Invoice Information Request will be sent out within an email asking for the following information:
  - 7.2.1. Delegate Name:
  - 7.2.2. Delegate Address:
  - 7.2.3. Delegate Email Address:
  - 7.2.4. Delegate Phone Number:
  - 7.2.5. Invoice Contact Name: (If different to above)
  - 7.2.6. Invoice Contact Address: (If different to above)
  - 7.2.7. Invoice Contact Email Address: (If different to above)
  - 7.2.8. Invoice Contact Phone Number: (If different to above)
- 7.3. **Course Joining Instructions:** In the weeks preceding the course (not less than 4 weeks) delegates will receive the Course Joining Instructions which outline the course content & timings as well as contact and venue details and any specific access arrangements, clothing and equipment needed on the course, data retention policy outline, assessment outline and basic health and safety expectations as well as the Terms and Conditions.

## 8. Trainer Pre-Course Information

- 8.1. To ensure client needs are met, during the build up to any course the Trainer/ Assessor will receive a Formal Briefing, Letter of Engagement (LoE), a copy of the Course Joining Instructions (CJI) and the Course Paperwork & Resources.
- 8.2. Formal Briefing with Trainer/ Assessor
  - 8.2.1. Aims of the training programme
  - 8.2.2. Basic client information, expectations, history and relationship with DPTrainingUK.
- 8.3. Letter of Engagement (LoE) will be sent to the Trainer contractually outlining their responsibilities during the course
- 8.4. Course Joining Instructions (CJI)
  - 8.4.1. General information e.g. trainer and client details
  - 8.4.2. Programme / Itinerary details
  - 8.4.3. Travel, accommodation and logistical details
  - 8.4.4. Location details
  - 8.4.5. Course / Country Risk Assessment
  - 8.4.6. Emergency Response Plan/ nearest Emergency Services
- 8.5. Course Paperwork & Resources

- 8.5.1. Training resources
- 8.5.2. Course Manual – 1:1
- 8.5.3. Course Registration Forms – 1:12
- 8.5.4. Course Feedback Forms – 1:1

## 9. Course Delivery

- 9.1. We will ensure that the Trainer/ Assessor has been fully briefed and understands all the Information held within the LoE and CJJ.
- 9.2. The Trainer/ Assessor is responsible for ensuring all training equipment and resources are fully serviceable and appropriate for delivery.
- 9.3. DPTrainingUK Management will be on-call 24/7 during any activity deployment to support both trainer and client.
- 9.4. The Trainer/ Assessor is responsible for ensuring that the training course is delivered to meet the client needs and the expectations of DPTrainingUK.
- 9.5. The Trainer/ Assessor will complete and return all completed course paperwork and return to DPTrainingUK Management within 24hrs of the end of the course.

## 10. Post Course and Course Follow-up

- 10.1. The Trainer/ Assessor will remain available for an hour after the course, whilst packing up, for delegate questions or further training discussions.
- 10.2. The Trainer/ Assessor will be responsible for ensuring that the venue is left in a good state as it was found or better.
- 10.3. The Trainer/ Assessor is responsible for returning all completed course documentation, feedback, and registration forms, and for providing DPTrainingUK Management with a Post Course Report covering delivery and any safety issues, accidents, or incidents.
- 10.4. We will follow up with the client and delegates after every course, and alert them to further training and progression opportunities.
- 10.5. Copies of all course paperwork will be sent to the Awarding Organisation within 48hrs of course completion.

### Different Perspective Training Ltd.

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Eddington Hill, Hungerford, Berkshire, RG17 0HA UK  
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