

# CUSTOMER SERVICE POLICY - TRAINING DIVISION

**IT IS THE RESPONSIBILITY OF ALL USERS OF THIS POLICY TO ENSURE THAT  
THE CORRECT VERSION IS BEING USED**

This policy has been approved by the undersigned and will be reviewed on an annual basis. In case of any queries or questions in relation to this policy please contact the Chief Operating Officer (Sophie McCracken) or CEO (Jane Lambert)

Does this document meet the requirements of the Equality Act 2010 in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation?

Yes

Policy reference & version:	V4		
Author:	Clara Travers		
Position:	Director of Services		
Initial implementation date:	April 2021		
Required review date:	January 2024		
Author signature:	C.Travers	Date:	30.01.2023
Approved by:	Sophie McCracken		
Position:	Chief Operating Officer		
Signature:	S.McCracken	Date:	30.01.2023

## REVISION HISTORY

Date	Version No	Revised by	Reason for Update Sections Affected Description	Approved by	Date of next Review
January 2023	V4	Clara Travers	Annual review and re branding	Sophie McCracken	January 2024

If you are not entirely satisfied with your experience, we are here to help! We have a dedicated team, on hand to support with your enquiries during the hours of Monday – Friday 08:30 – 17:00. (Bank holidays may differ)

When you purchase an ECG course, product or service we are committed to providing the best quality customer service to all our clients. We aim to deliver a clear and consistent experience, to help you meet your needs. This policy outlines our standards.

Our '**General Terms and Conditions- Training Division**' located on our website, covers the refund and cancellation procedure. Please ensure all terms and conditions associated with the course, product or service have been read prior to booking.

### Open courses

To book a place on an open course, full payment must be received by us before the date of the course. An email will be sent to you within two working days, confirming your booking details.

Supporting document: '**ECG General Terms and Conditions - Training Division**' located on our website.

### Online courses

All of our online courses sit on a platform which offers customers more flexible choices for their e-learning. For a single purchase once you click on the 'add to cart/basket' you will be asked to log in or sign up to continue. If this has not happened head to 'view basket', top right, which takes you to the 'check out'. You will then be able to purchase the course, via Stripe.

For customers wishing to order for a number of individuals in their organisation, choose the number of courses you want to purchase, once you are logged in, it will ask you to input the delegates full name and email addresses. **Ensure this is completed correctly.** If this function was not available, please email [bookings@ecgtraining.co.uk](mailto:bookings@ecgtraining.co.uk) and a member of staff will be able to guide you through what to do.

Supporting document: '**ECG General Terms and Conditions - Training Division**' located on our website.

### Telephone Payments

Customers paying via telephone (if this service is available) will be required to provide details to ECG staff, to allow payment to be processed. Payments are processed through Stripe or PayPal. ECG will only use the data for making customer bookings/ orders, no card details are stored.

### Refunds and Cancellation

Refer to the document: '**ECG General Terms and Conditions - Training Division**' located on our website.

## Patient Group Direction (PGD)

All PGD orders are processed Monday to Friday, 9am to 5pm with 48 hours processing time required.

Our PGD's are authorised per Pharmacist for use at one company under the supervision of a Superintendent. You will not be able to take a PGD to multiple companies and use it.

Unless specifically stated by your company organiser, PGD's are not part of our training courses and will need to be organised independently after training.

For NHS PGD's, you will need to consult the CPPE website independently for an NHS Declaration of Competence and PGD.

For a private PGD (individual to you only) these can be purchased separately via the PGD page: <https://ecgtraining.co.uk/product/pgd>

## PharmaDoctor PGDs and eTools

ECG collects personal information when you place an order for a PharmaDoctor PGD, eTool or Travel Health products. We will use this information to provide the services requested and maintain training records if applicable to the requested. Personal information will be shared with PharmaDoctor for the registration of your PGD or eTool.

## How we use your data

We need to collect some data from you, for example when you:

- Order products
- Book services
- Use our website
- Attend and complete a course
- Or contact us

We will not use any data for marketing purposes without your consent and if we need to share your data with any third-party partners, we will inform you. Please see our **Privacy Policy** for more information on how we use your data.

## Contact us

Email: [bookings@ecgtraining.co.uk](mailto:bookings@ecgtraining.co.uk)

Telephone: 0845 423 8993

Address: ECG, The Gatehouse Bradwell Abbey, Alston Drive, Milton Keynes MK13 9AP