

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:	V5		
Author:	Clara Travers		
Position:	Director of Services		
Initial implementation date:	April 2021		
Required review date:	February 2027		
Author signature:	L.Pratt	Date:	30.01.2024
Approved by:	Sophie McCracken		
Position:	Chief Operating Officer		
Signature:	S.McCracken	Date:	30.01.2024

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
January 2024	V5	Lorna Pratt	Annual review *PGDS to be added March 2025	Lorna Pratt	January 2025
February 2025	V6	Clara Travers	Annual review, Font updated, font size change. Re worded	Sophie McCracken	*End of March 2026

			introduction, open courses, online courses, Patient Group Directions (PGD). Added telephone conversations.		
February 2026	V7	Lorna Martin	PGD automation added, phone numbers updated	Sophie McCracken	February 2027

Introduction:

If your experience does not meet your expectations, we are here to assist you. Our dedicated support team is available Monday to Friday, 08:30 – 17:00 (excluding bank holidays, which may vary) to help with any enquiries.

When you purchase an ECG course, product, or service, we are committed to delivering high-quality customer service, ensuring a clear, consistent, and seamless experience tailored to your needs. This policy outlines our service standards.

For details on refunds and cancellations, please refer to our 'General Terms and Conditions – Training Division' on our website. We strongly recommend reviewing all relevant terms and conditions before making a 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:

Our online courses are hosted on a user-friendly platform that provides greater flexibility for e-learning.

To make a one-time purchase, simply click 'Add to Cart/Basket.' You will then be prompted to log in or sign up to proceed. If this step does not appear, navigate to 'View Basket' in the top right corner, which will take you to the checkout. Payments are processed securely via Stripe.

For organisations purchasing multiple courses for their team, select the desired quantity and

log in. You will then be required to enter the full names and email addresses of each delegate. Please ensure this information is entered accurately.

If you do not see this option, contact us at bookings@ecgtraining.co.uk and our team will be happy to assist you.

For further details, refer to the 'ECG General Terms and Conditions - Training Division' available 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.

Telephone Conversations:

We may record telephone conversations for quality assurance, training purposes, and to comply with regulatory requirements.

When recording calls, we will always inform you at the start of the call that the conversation is being recorded and obtain your consent to do so, unless the recording is necessary to fulfil a legal obligation or is in the legitimate interests of our business, in which case we will provide you with clear notice of this practice in our privacy policy.

We will cease recording when taking payment details.

Refunds and Cancellation:

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

Patient Group Direction (PGD):

All manual PGD orders are processed Monday to Friday, 9am to 5pm with 48 hours processing time required. All PGD orders made through the website are issued automatically.

We can provide you with a Patient Group Direction (PGD) for the administration of various vaccinations, injections, oral and topical medications.

PGDs are suitable for registered healthcare professionals only and are valid for 12 months from the date they are issued. Please check your eligibility and training options first, as we will not be able to issue a refund for this purchase. Training will need to meet professional standards and for some PGDs may be self-directed.

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 PGD:

- E PGD
- Paper personal PGD
- Paper premises PGD

These can be purchased separately via the PGDpage: [ECG 2025 PGDs - ECG Training](#)

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

Telephone: 01908 566474

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