



ASSOCIATION OF HEALTH PROFESSIONS IN OPHTHALMOLOGY

AHPO Awarding Body – Service Level Agreements

General Service

- All emails and faxes will be acknowledged within **2 working days**
- All letters will be acknowledged within **5 working days**
- All telephone enquiries that cannot be dealt with immediately will be addressed within **2 working days** or an update provided if this is not possible

Learner Registration

General

- AHPO must register a Learner within **6 weeks** of commencing a qualification. Learner registration forms can be downloaded from the AHPO website if required

Learner transfers, withdrawals and re-registrations

- AHPO will transfer Learners to another qualification, where an error has been made at registration, within **10 working days** of receipt of a written request
- AHPO will withdraw Learners within **10 working days** of receipt of a written request. AHPO will not credit or refund registration fees should a Learner subsequently withdraw from the qualification
- AHPO will re-register Learners within **5 working days** of receipt of a written request. An invoice will be forwarded within **5 working days**

Confirmation and invoices

- AHPO will acknowledge receipt of a Learner's registration. The acknowledgement, in the form of an invoice, with an attached list of Learner's details, will be sent within **5 working days** of processing of the Learner's registration
- Learners will be notified of their AHPO membership/registration number within **2 working days** of processing the registration where an email address is supplied
- Invoices will be raised within **5 working days** of Learner registration; payment is due immediately upon receipt.

Issue of Learner certificates

Once a Learner's assessment is complete, the Internal Verifier (or nominee) will enter the Learner's results. This can then be verified and submitted to AHPO.

Certificates

- Will be dispatched within **15 working days** of the result being verified

Replacement certificates

- **Non-receipt** – a replacement certificate will be dispatched within **14 working days** of written notification of non-receipt
- **Duplicate Certificates** – a certificate endorsed 'duplicate' will be issued within **28 working days upon** receipt of completed form and administration fee
- **Amendments** – a replacement certificate will be dispatched within **14 working days** of receipt of the original certificate.

External Assessment

- On receipt of **all** correct External Assessment paperwork, results will be returned to the Centre within **30 working days**
- All External Assessment queries will be replied to within **2 working days**
- **Invoices** will be raised within **5 working days** of receipt of external assessment; payment is due immediately upon receipt. Failure to settle the invoice within 90 days may result in the Centre's permissions to register any further Learners being removed until the outstanding invoice(s) have been cleared

Qualifications

- AHPO will aim to give 12 months transitional notice period to changes within qualifications

Appeals and Complaints

- A **written acknowledgement** of a complaint or appeal will be issued within **7 working days**
- A **written response** to a complaint or appeal will be issued within **28 working days** of receipt of the written complaint or appeal

Monitoring and Review

This policy will be reviewed annually to ensure the appropriateness and approach is fit for purpose.