



Customer Service Statement

We want you to know what to expect from us so we've put together a customer service statement which sets out how we will work with our centres. We conduct regular feedback and questionnaires so that you can let us know what you think and if we are getting it right.

Open Awards provides a high quality, effective and efficient service. Providers are supported in the strategic development of their Open Awards provision, including on-going delivery, administration and quality assurance. Staff are committed to providing these services in a responsive, accessible and prompt manner in accordance with our published Service Standards.

Service Standards

- We aim to provide you with the best possible service, to enable you to cater for the needs of all your learners. We will do this by ensuring our service is:-

Prompt

- We will issue confirmation of Centre Recognition within 10 working days of receipt of fully completed documentation and payment for all centres which are able to meet our terms and conditions
- We will issue certification of learner achievement within 10 working days of receipt of verified results.

Efficient

- We will ensure our published information is up-to-date, accurate and accessible.
- We will use clear English in all our correspondence and documentation.
- We will ensure all our systems and procedures meet or exceed external audit requirements.
- We will ensure the accuracy of all our documentation.

Responsive

- Our friendly, trained staff will provide a courteous, prompt response to any enquiry you make.
- We will maintain a flexible approach in working with you to meet your needs.
- We will work with you in responding to the needs of your learners.

Supportive

- We will provide on-going training and information sessions to all centres.
- We will publish up-to-date guidelines on all aspects of our service.
- We will provide on-line access to appropriate documentation, news and information.

- We will allocate a named Business Development Consultant and Quality Reviewer to each recognised centre, to provide on-going support.

Professional

- We aim to work to high professional standards, and we are committed to continuous improvement.
- We aim to use our resources to best effect, and conduct our work with integrity.

Help us to Help You

- Provide us with as much information as you can, when you make an enquiry.
- Circulate our documentation and information to all appropriate staff and/or learners promptly.
- Complete our documentation fully and accurately.
- Inform us, in writing, if one of your named contacts changes.
- Meet our deadlines.
- Safeguard the interest of learners and ensure prompt certification by uploading results to the Open Awards Secure Portal within 3 months of the course end date.
- We will regularly ask you about the types of services you require and your level of satisfaction with our existing services. The services we provide are only as good as your feedback, so please let us know how we can improve, so we can respond accordingly.