



Customer Service Statement

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 Centre Recognition and certification within 10 working days of receipt of fully completed documentation and payment and verified results.

Responsive

- Our friendly, trained staff will provide a courteous, prompt response to any enquiry you make to meet your needs and the needs of your learners.

Supportive

- We will provide:
 - on-going training and information sessions to all centres.
 - up-to-date guidelines on all aspects of our service.
 - on-line access to appropriate documentation, news and information.
 - a named Business Development Consultant and Quality Reviewer to each recognised centre, to provide on-going support.

Professional

- We work to high professional standards, and we are committed to continuous improvement.