

Customer Service Statement

Open Awards provides a high quality and effective service. Providers are supported in the strategic development of their Open Awards provision, including delivery, administration and quality assurance. Staff are committed to providing these services in a responsive and accessible 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:

1. Prompt

We will issue provider approval confirmation within 5 working days and certification within 10 working days of receipt of fully completed documentation, payment and verified results.

Queries to our customer service teams will receive an initial response within one working day.

2. Responsive

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

Our customer support team is available between 8:00am to 6:00pm Monday to Thursday, 8:00am to 5:00pm Friday and 9:00am to 12:30pm Saturday.

3. Supportive

We will provide:

- Ongoing training and information sessions to all providers
- Comprehensive and accessible guidelines on all aspects of our service
- Online access to appropriate documentation, news and information
- A named Quality and Standards Advisor to each approved provider, to provide ongoing support

4. Professional

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