



Changing lives through learning

Open Awards Level 3 End-point Assessment for

ST0300 Pharmacy Technician (Integrated)

End-point Assessment Handbook

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Version History

Version	Date	Change(s) made	Section(s)	Publication source(s)
1.0	September 2021	New document.	All	Website
2.0	January 2022	Amended to reflect revised assessment plan (incl. special dispensation) to integrate EPA with qualification.	All	Website
2.1	April 2025	Document rebranded following assessment strategy review.	All	Website

This EPA Handbook is for apprentices, employers and providers. It provides an overview of the End-point Assessment, the assessment methods, the grading criteria etc. It is a reference document which will guide you through each stage of the process.

For further information about apprenticeship Standards and Trailblazers please contact enquiries@openawards.org.uk

Occupational Overview

Pharmacy Technicians are registered professionals working within the regulatory standards for pharmacy, as set by the General Pharmaceutical Council (GPhC) Pharmacy Order 2010.

Pharmacy Technicians work in a wide range of settings, including (but not exclusively): registered pharmacies, community services, justice (the Prison Service), GP Practices, dispensing doctors' practices, care homes and clinical commissioning groups, hospitals, mental health, defence (HM Armed Services) and within the pharmaceutical industry

Pharmacy technicians manage the supply of medicines and devices in a pharmacy and assist pharmacists with advisory services. The actual work setting will determine the specific areas of activity that the Pharmacy Technician undertakes, but typically their role will include the following:

- providing safe and effective pharmacy services
- supply medicines and devices to patients, whether on prescription or over the counter
- achieving the best outcomes through a patient's medicines
- assemble medicines for prescriptions
- provide information to patients and other healthcare professionals.
- manage areas of medicines supply such as dispensaries
- supervise other pharmacy staff
- answering customers questions face to face or by phone
- pre-packing, assembling and labelling medicines
- referring problems or queries to the pharmacist

A Pharmacy Technician is responsible for carrying out both routine and specialist services, including highly complex activities requiring them to use their professional judgement. They are expected to work both individually and as part of a multi-disciplinary team. They are able to work with minimum supervision, with a high degree of autonomy, taking responsibility for the quality and accuracy of the work that they have undertaken and that of others.

Pharmacy Technicians are expected to communicate effectively with healthcare professionals, patients and the public, whilst respecting and maintaining confidentiality and privacy.

Further details on the duties, knowledge, skills and behaviours associated with the occupational standard are accessible on the IfATE website¹ and can also be found in Appendix 1.

¹ <https://www.instituteforapprenticeships.org/>

Standard Information

Level: Three (3)

Reference: ST0300

Approved for delivery: 3rd July 2019

Route: Health and Science

Minimum duration to gateway: 24 months (this does not include the EPA period)

Regulated Standard: This is a regulated occupation.

Regulatory Body: General Pharmaceutical Council (GPhC)

Employers involved in creating the standard: Daleacre Ltd, Lincolnshire Co-Operative Ltd, PCT Healthcare , Leeds Teaching Hospital, Herefordshire CCG, Guy's and St Thomas' NHS Foundation Trust, Bristol NHS Foundation Trust, Boots UK, APTUK, Tesco UK, Superdrug UK, Celesio UK, National Pharmacy Association, Association of Pharmacy Technicians UK

External Quality Assurance Provider: General Pharmaceutical Council (GPhC)

Assessment Plan Version

Open Awards will undertake End-point Assessment in line with the requirement of version 1.1 of this assessment plan. Training providers and employers must contact Open Awards to discuss any instance where they believe it is appropriate for assessment to be undertaken in line with a historic/ previous version of the assessment plan. Open Awards may need to liaise with the GPhC or Department for Education to determine whether this is permissible. Therefore, training providers and employers should be aware this may delay the ability of Open Awards to undertake End-point Assessment until resolved.

Entry Requirements

Due to the level and content of the integrated qualification, you are required to have GCSE English at Grade C (or equivalent) and GCSE Maths at Grade C (or equivalent) as a minimum.

It would also be recommended that you have a Level 2 Science qualification (e.g. GCSE Science at Grade C); or a vocational qualification at Level 2 or above (preferably related to pharmacy).

Additional mandatory entry requirements include:

- Good character checks e.g. Disclosure and Barring Service
- Health checks to seek information about conditions that may affect an applicant's fitness to practise as a trainee and how any such conditions will be managed.

These are a requirement of the mandatory integrated qualification: Open Awards Level 3 Diploma in the Principles and Practices for Pharmacy Technicians (Integrated Apprenticeship). Therefore, you must ensure that these entry requirements are met before the apprentice is registered on the qualification and End-point Assessment.

Progression Opportunities

Apprentices who successfully achieve this apprenticeship could progress into employment within the health care sector as a Pharmacy Technician, subject to successful registration with the GPhC. With experience, this could lead to a team leader or supervisor role, overseeing the work of other technicians.

On-programme Requirements

Pharmacy technician training involves completing both a knowledge qualification/course and a competence qualification or a combined competence and knowledge-based qualification/course, which is approved by and meets the registration requirements of the General Pharmaceutical Council (GPhC).

The **Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship)** [603/6988/7] is a GPhC recognised combined qualification and, as the integrated apprenticeship version of the Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians, it is also a GPhC approved apprenticeship pathway. Current GPhC recognition period is valid until end of January 2026.

Further information on GPhC initial training requirements, standards for pharmacy professionals and the criteria for registration as a pharmacy technician in Great Britain is available from the GPhC website².

All apprentices registered with Open Awards for end-point assessment for this Standard must be registered on the mandatory qualification, and must achieve the mandatory units in advance of gateway.

More information on the Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship), including delivery, assessment and quality assurance arrangements, can be found on our website [here](#).

² <https://www.pharmacyregulation.org/>

End-point Assessment Documents Overview

An overview of the main documents and supporting materials you will encounter during this end-point assessment is in the table below.

Document Name	Brief Description	Who Should Read this Document	When To Use this Document	Additional Information
Apprentice EPA Journey	A one-page visual overview of the different milestones the apprentice will reach within their EPA journey.	Apprentices Employers Providers	Before committing to the course to make sure it is the right fit for you. Throughout the EPA journey.	This roadmap will help you to understand what has been achieved so far and what still needs to be completed.
EPA Handbook	This provides an overview of the end-point assessment, the assessment methods, the grading criteria etc. It is a reference document which will guide you through each stage of the process.	Apprentices Employers Providers	During the apprenticeship as a reminder of the expectations, assessment methods and grading.	This is a key document which will help you to navigate your way through each step of the end-point assessment. Refer back to this frequently.
Progression Tracker	This allows the employer to compile and record an evidence base to prove that the apprentice has demonstrated competence against each KSB specified in	Apprentices Employers Providers	Throughout the EPA prior to gateway.	This document could be a valuable basis for discussions around progress that the employer may have with the apprentice.

	the assessment plan.			
Gateway Authenticity and Declaration form	This form declares that the apprentice is ready for gateway, the gateway conditions have been met and the evidence submitted has been produced by the apprentice.	Apprentices Employers Providers	At gateway.	This form needs to be signed by employers, providers and the apprentice. The apprentice is unable to enter gateway until this form has been completed and submitted.

Gateway Requirements

Registration with Open Awards

Registration is the point at which an employer signals that it has selected Open Awards as their end-point assessment provider. End-point Assessment must be completed by a GPhC approved independent End-point Assessment Organisation (EPAO) selected by the provider employer, such as Open Awards.

Training providers are encouraged to register their apprentices with Open Awards, through the training provider, as soon as possible. Registration for the integrated qualification and End-point Assessment needs to be made at the start of the programme (within 6 weeks of the individual learner start date). By registering the apprentice on the Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship), you are also registering the learner with Open Awards for their End-point Assessment. You do not need to register the apprentice separately.

Registrations can be made by providers via The Portal. Early registrations enable Open Awards to initiate early dialogue to ensure arrangements can be planned to ensure End-point Assessment is delivered as smoothly as possible in a timescale that supports the employer's planned gateway date. It also enables the training provider to access a range of practice and preparation materials, so they and the employer can support the apprentice throughout their apprenticeship.

Please note that Open Awards are only able to accept registrations from training providers who are currently on the Register of Approved Training Providers (RoATP). In addition, as this is an integrated standard, providers must be approved by Open Awards to deliver the Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship).

The training provider must inform Open Awards of the planned gateway and end-point assessment dates at least three (3) months in advance.

Gateway

Gateway is the point at which the employer reviews their apprentice's knowledge, skills and behaviours, and formally confirms the apprentice has reached occupational competency, completed all the mandatory elements of their apprenticeship programme and are ready for end-point assessment. The training provider may support the employer in making this decision, but the decision is made by the employer, with the apprentice also confirming they are ready for End-point Assessment.

As this End-point Assessment is integrated with the mandatory qualification, there is no additional assessment burden at the point of End-point Assessment. Instead, once the learner has completed the mandatory components of the on-programme delivery and achieved the Level 3 Diploma in Principles and Practices for Pharmacy Technicians (Integrated Apprenticeship), they enter gateway. Once gateway requirements have been confirmed, the apprentice will be presented to an Open Awards Final Awards Board who will review the evidence and make a decision as to the award of the End-point Assessment.

The End-point Assessment period should only start, and the End-point Assessment arrangements confirmed, once the employer is satisfied that the apprentice is consistently working at or above the level of the occupational standard, all of the pre-requisite gateway requirements for End-point Assessment have been met and that they can be evidenced to Open Awards. For this standard, End-point Assessment must be completed within a period lasting a maximum of one (1) month, beginning when the apprentice has met the End-point Assessment gateway requirements.

The training provider must provide Open Awards with the following evidence to enable us to approve the gateway.

- Fully completed and signed Gateway agreement and authenticity form.
- Apprentices must achieve English and mathematics at Level 2 (this is an entry requirement for the integrated qualification). The Department for Education maintains a list of current and prior qualifications accepted as meeting the minimum English and maths requirements for apprenticeships at Level 2 and above. The most current list can be found on the Department for Education website³. For those apprentices with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.
- Apprentices must have completed the minimum apprenticeship on-programme duration (the 24-month minimum on-programme period is a requirement of the GPhC for the registration of Pharmacy Technicians).
- Apprentices must have completed all requirements for the Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship) qualification with the exception of the additional End-point Assessment component.

³ <https://www.gov.uk/government/publications/english-and-maths-requirements-in-apprenticeship-standards-at-level-2-and-above>

Open Awards cannot recommend apprentices to the Final Awards Board until the gateway checks have been satisfactorily completed, so failure to submit all the necessary information or evidence will delay this process. Open Awards will contact the training provider if the information or evidence is missing or insufficient, so that this can be rectified as quickly as possible. Open Awards aims to complete gateway checks **within five (5) working days** from receipt of the gateway declaration and authenticity form, subject to provision of all necessary information and ancillary evidence.

Once gateway checks have been successfully completed, Open Awards will confirm recommendations to the Final Awards Boards.

As there is no additional assessment requirements for end-point assessment for this Standard, there is no requirement to book apprentices for Final Awards Boards. Instead, apprentices will be presented to the next scheduled Final Awards Board following confirmation of meeting all gateway requirements.

The last date for gateway submission is included in the calendar for each Final Awards Board date, as published on our website [here](#).

Please note, all required evidence must be fully completed and uploaded by this date in order to guarantee the apprentice will be presented to the Final Awards Board. Any gaps in required evidence may result in the apprentice being referred to the next Final Awards Board.

Assessment

Open Awards is offering versions 1.1 of this apprenticeship Standard and assessment plan. Therefore, there is no additional assessment burden for learners completing their Pharmacy Technician training via an apprenticeship route.

Apprentices must achieve all mandatory units within the Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship). This unit achievement must be externally quality assured and confirmed by Open Awards in advance of the apprentice entering gateway.

The End-point Assessment consists of a Final Awards Board held post-gateway.

Learners will NOT be able to achieve the integrated qualification - Open Awards Level 3 Diploma in Principles and Practices for Pharmacy Technicians (RQF) (Integrated Apprenticeship) - without completing the gateway requirements and having their achievement confirmed by a panel at a Final Awards Board.

The Final Awards Board will review the following:

- Evidence of achievement of the mandatory units from the integrated qualification - Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (RQF) (Integrated Apprenticeship) Please note ALL internal and external quality assurance activities MUST have been completed, AND achievement confirmed by Open Awards, prior to gateway;
- Confirmation of the apprentice holding Level 2 Maths and English qualifications;
- Evidence of completion of the minimum requirements of 24 months training;
- Evidence of any approved reasonable adjustments (RA); special considerations (SC); or recognition of prior learning (RPL);
- Details of any incidents or investigations into academic malpractice;
- Evidence of completed gateway checks.
- Following results release, Open Awards will issue both the integrated qualification certificate and a transcript confirming completion of the Endpoint Assessment. Open Awards will claim the apprenticeship certificate from the Institute for Apprenticeships and Technical Education (IfATE) and confirm the results with the General Pharmaceutical Council (GPhC).

Assessment Window

The End-point Assessment must be completed within a period of one (1) month from Open Awards approving the gateway.

Grading

The Level 3 Pharmacy Technician Apprenticeship Standard is graded as pass or fail. Apprentices who achieve all the units within the Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship), and who meet all requirements of the apprenticeship Standard and assessment plan will be awarded a Pass.

Confirmation of Results

Assessment results will be made available to providers via the End-point Assessment Section of The Portal. Results of assessment will normally be provided to the training provider **within 10 working days** of the assessment being undertaken.

In addition, once the End-point Assessment component has been confirmed by the Final Awards Board, the award of the integrated qualification will be confirmed.

The following certificates and transcripts will be issued by Open Awards:

- Qualification certificate – Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians (Integrated Apprenticeship)
- Unit transcript – for all mandatory units achieved within the qualification
- EPA transcript – confirming completion of the apprenticeship Standard in line with the assessment plan

Open Awards will claim the Apprenticeship Certificate from Department for Education on behalf of the apprentice via the apprenticeship service.

Resits and Retakes

Open Awards provides resit and retake opportunities in line with Department for Education requirements.

As this Standard is integrated with the mandatory qualification, resits associated with the qualification must be carried out in line with the Qualification Guide available on our website [here](#).

If the Final Awards Board make the decision to not award the End-point Assessment component for any reason, apprentices will be offered the opportunity to take a resit.

Open Awards will provide feedback alongside the result notification to all apprentices. This feedback will be provided via the training provider, normally **within 10 working days** of the Final Awards Board taking place.

Where the result notification suggests a retake may be appropriate, the Department for Education recommend the employer and training provider consider a supportive action plan that responds to the performance weaknesses identified within the feedback. This action plan should clearly state the nature and extent of the re-training and include the estimated time to prepare the apprentice for the retake. When a retake is booked, Open Awards will require confirmation from the training provider that the apprentice has received further training and is ready to be assessed.

A resit involves the apprentice attempting one or more failed assessment components again, without the need to undertake further training.

The number of resits and retakes that can be taken by an apprentice will normally be at the discretion of the employer. The Department for Education recommends a limit of two (2) resits or retakes, however, more than two (2) resits or retakes may be taken if available, or unless otherwise specified or limited within the assessment plan.

Quality Assurance

Internal Quality Assurance

Quality assurance is at the heart of Open Awards' practices and we follow suitably rigorous processes to ensure that the integrity of our assessments is maintained.

Internal quality assurance is the process of reviewing and evaluating assessment practices and decisions to ensure that:

- an identified individual is responsible for coordinating internal quality assurance processes
- there are clear and documented roles and responsibilities for all those involved
- all learners are assessed accurately, fairly and consistently to the right standard
- internal quality assurance is structured and incorporates all of the requirements set out in the assessment plan associated with the apprenticeship standard
- assessment tasks and learner work are sampled appropriately
- good practice is promoted through internal standardisation events and quality assurance meetings
- decisions are supported by full and clear records and action plans that are followed
- internal processes are transparent and regularly evaluated.

External quality assurance

External quality assurance for this apprenticeship standard is undertaken by the General Pharmaceutical Council (GPhC)

Appeals and Complaints

Open Awards is committed to ensuring that all assessment decisions are consistent, fair and based on valid judgements made by independent assessors.

If an apprentice is not satisfied with their result, they can request an enquiry about results which is an informal appeal. Open Awards will review the documentation for administrative errors and correct these if identified. An enquiry about results must be made by the apprentice **within 10 working days** of notification of the results concerned.

Alternatively, or subsequent to an enquiry about results, if an apprentice is not satisfied with their result, they may lodge an appeal. Appeals can be made by the training provider on behalf of the apprentice, but they must have the permission of the apprentice to do this.

Appeals made in respect of the final overall grade will result in a delay to the completion certificate being requested by Open Awards. For further details regarding the process, timelines and fees, please refer to Open Awards' Enquiries and Appeals Policy and Procedures which can be found on the Portal.

Details of the Standard

Duty	KSBs
<p>Duty 1 Achieve the best possible outcome through a person's medicines by managing, ordering, receiving, maintaining and supplying medicines and other pharmaceutical products safely, legally and effectively, whilst meeting the regulatory standards.</p>	<ul style="list-style-type: none"> • K1 How to ensure legal, regulatory and professional standards are maintained. • K2 Understand the limits of their accountability, authority and responsibility • K3 Understand the science of pharmacy, basic pharmacological principles, actions and use of drugs • K4 How to ensure the quality of ingredients to produce and supply safe and effective medicines and products • S1 Recognise and work within their scope of practice and skills, • S2 Use relevant data and information to make effective decisions • S3 Accurately retrieve and reconcile information about a person's medicines • S4 Accurately assemble prescribed items • S5 Issue prescribed items safely and effectively and take action to deal with discrepancies carry out an accuracy check of dispensed medicines and products • S6 Accurately perform pharmaceutical calculations to ensure the safety of people • B1 Always act in a manner supportive of the regulatory standards • B5 Value diversity and respect cultural differences – making sure that every person is treated fairly and with respect
<p>Duty 2 Provide person-centred health advice to all patients</p>	<ul style="list-style-type: none"> • K5 Understand the principles that underpin person-centred care • K6 How to apply professional judgement in the best interests of people • K7 How to communicate with patients, carers and colleagues using a wide range of options and channels focusing on delivering and improving pharmacy services • K8 Understand the principles of information, governance and confidentiality

	<ul style="list-style-type: none"> • S7 Apply the principles of clinical governance and ensure person's confidentiality • S8 Assess a person's present supply of medicines and order appropriate medicines and products. • S9 Receive requests for medicines, including prescriptions, and check for their validity, safety and clarity, taking action to deal with any problems with the person directly • B4 Respect all individual's values and confidentiality
<p>Duty 3 Support the management of the day to day operation of the pharmacy, eg clinical governance, business operation and processes, including where appropriate the supervision of members of staff</p>	<ul style="list-style-type: none"> • K9 How to order, receive, maintain, supply and dispose of medicines and other pharmaceutical products safely, legally and effectively • K10 How to apply safe working practices in line with health and safety legislation; know how to risk assess processes and manage outcome • K26 Understand how to effectively supervise other staff within the pharmacy • S10 Demonstrate operational skills within their scope of practice • S11 Provide a safe, effective and responsive pharmacy service • S12 Take personal responsibility for the legal, safe and efficient supply of medicines • S13 Apply the principles of governance to pharmacy operational processes • S14 Ensure the confidentiality of patient data. • S32 Effectively supervise other members of the team • B1 Always act in a manner supportive of the regulatory standards • B2 Always act with integrity, openness, honesty, especially when things go wrong
<p>Duty 4 Provide training to pharmacy and the wider healthcare teams. e.g. for a new member of staff</p>	<ul style="list-style-type: none"> • K11 Know how to effectively deliver key pharmaceutical messages to healthcare team member • S15 Communicate and work effectively with members of the multidisciplinary team
<p>Duty 5 Maintain a quality service through auditing and evaluating the service and</p>	<ul style="list-style-type: none"> • K12 Understand the principles of audit and quality-improvement strategies, and how to implement recommendations effectively

<p>processes, and respond to feedback</p>	<ul style="list-style-type: none"> • K13 Understand the principles of risk management • K14 Understand the most appropriate ways to reflect and act on feedback or concerns, thinking about what can be done to prevent adverse incidents • S16 Explain the impact of audit and evaluation on the quality of pharmacy operations and services • S17 Engage others in the improvement of processes and systems • S18 Effectively use systems to support the safe and effective management and supply of medicine B1 Always act in a manner supportive of the regulatory standards • B1 Always act in a manner supportive of the regulatory standards • B2 Always act with integrity, openness, honesty, especially when things go wrong
<p>Duty 6 Advise people, in a wide range of settings, on the safe and effective use of their medicines and devices.</p>	<ul style="list-style-type: none"> • K15 Understand the importance of effective methods of communication to different audiences • K16 Know how to manage a person’s diverse needs and what is important to them • K17 Know how to provide and promote advice on healthy lifestyles and initiatives, using available resources and evidence-based techniques • S19 Listen to a person, understand their needs and interpret what matters to them. • S20 Give the person all relevant information and advice in a way they can understand, so they can make informed decisions about their health and wellbeing • S21 Optimise a person’s medicines to achieve the best possible outcomes. • S22 Obtain relevant information from people – including patients, carers and other healthcare professionals – and use it to optimise care appropriately • S23 Adapt information and communication to meet the needs of particular audiences • B4 Respect all individual’s values and confidentiality
<p>Duty 7 Manage your own professional and personal development</p>	<ul style="list-style-type: none"> • K18 Understand how to effectively collaborate and work with colleagues and health care professionals

	<ul style="list-style-type: none"> • K19 Know how to undertake effective self-reflection, and how to manage their own personal development • K20 Understand the principles of revalidation • S24 Check and review their own and others work effectively • S25 Suggest and implement personal goals and methods of improvement • S26 Maintain CPD outcomes that meet with regulatory requirements • B3 Be reliable, supportive and reflective
<p>Duty 8 Ensure patient safety, by promoting safe practices, and the effective use of systems.</p>	<ul style="list-style-type: none"> • K21 Understand how to safeguard people, particularly children and vulnerable adults • K22 Understand how to deal with complaints and errors, through effective use of established policies and procedures • S27 Identify and respond effectively to errors and near misses • S28 Ensure effective safeguards are in place particularly for children and vulnerable adults • B1 Always act in a manner supportive of the regulatory standards
<p>Duty 9 Provide specialist services in response to local and national needs and initiatives.</p>	<ul style="list-style-type: none"> • K23 Know how to work within any local, regional and national guidelines and policies • S29 Prioritise time and resources effectively to achieve local and national objectives
<p>Duty 10 Respond appropriately to medical emergencies</p>	<ul style="list-style-type: none"> • K24 Know how to apply health and safety legislation in the workplace controls • K25 Know how to respond appropriately to medical first aid emergencies • S31 Ensure that health and safety controls are embedded and working • S32 Effectively supervise other members of the team

Open Awards Policies

Current versions of the following Open Awards policies are accessible through the website and The Portal.

These policies include:

- End Point Assessment Pricing Policy
- Reasonable Adjustments and Special Considerations Policy
- Data Protection
- Enquiries and Appeals Policy
- Complaints Policy
- Malpractice and Maladministration Policy
- Equality and Diversity Policy
- Sanctions Policy
- Safeguarding Policy
- Conflict of Interest Policy
- Fair Access Policy

Support

For information about Open Awards support offer, including information on our policies, quality assurance, re-sits, appeals, complaints and general enquiries, please see our website: www.openawards.org.uk or contact our customer service team on 0151 494 2072 or via email at enquiries@openawards.org.uk.

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Open Awards

17 De Havilland Drive,
Estuary Commerce Park

Speke

Liverpool

L24 8N

0151 494 2072

enquiries@openawards.org.uk

www.openawards.org.uk

@openawards

Website: www.openawards.org.uk