

Customer Service Statement

Open Awards provides a high quality, effective and prompt 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 provider approval 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 team, via phone, voice message and/or email will receive an initial response within one working day.

Responsive

- Our friendly, highly trained staff will provide a courteous, prompt response to any enquiry you make to meet your needs and the needs of your learners.
- Our customer support team is available between 08:00 a.m. to 6:00 p.m Monday to Thursday, 08:00 a.m to 05:00 p.m Friday and 09:00 a.m to 12:30 p.m Saturday.

Supportive

- We will provide:
 - on-going training and information sessions to all providers.
 - up-to-date guidelines on all aspects of our service.
 - on-line access to appropriate documentation, news and information.
 - a named Quality and Standards Advisor to each approved provider, to provide on-going support.
 - a name Customer Service and Training Advisor to provide comprehensive support, with all team members able to respond to queries

Professional

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