

## Customer Service Statement

### ***Professional Assessment Limited - Customer Service Statement***

Professional Assessment Limited (PAL) aspires to delivering an authentic assessment experience and to achieve this we will ensure the following:

- Our assessment design, development and delivery and awarding of apprenticeship standards are representative of the industry/sector requirements for the apprenticeship standards we are approved to offer
- Our approach to assessment is in line with contemporary business practices and our service response is courteous, timely and professional
- Access to assessment is straightforward, fair, and equitable

It is our intention to provide our customers, including our providers and employers, their staff, and their apprentices/ learners, with the very best of service, support, advice, and facilitation in respect of all of our activities and services, which includes end-point assessment and audit and compliance consultancy.

In addition to offering a responsive and reliable EPA service, clients registered with PAL can also benefit our added value offer, such as a free registration for all apprentices to the Association of Apprentices, under our PAL corporate membership.

PAL regularly reviews additional added value activities and are happy to discuss with our clients, where practical if we can support other initiatives that are beneficial to our stakeholders, without presenting a conflict of interest or being perceived as packaging or bundling of our services.

### ***Customer Support- Apprentices, Providers and Employers***

We will endeavour at all times to provide our clients with:

- User friendly and supportive EPA registration processes, with no charge at registration
- A dedicated E-mail for support- [epasupportservices@professionalassessment.co.uk](mailto:epasupportservices@professionalassessment.co.uk)
- Access to a EPA Manager
- An assurance of quality in respect of our procedures and processes
- Access to a suite of resources to support end-point assessment readiness
- Regular communication on any regulatory changes in respect of apprenticeship and work-based delivery
- Up to date industry news
- An assurance that our business is conducted in a professional manner at all times, and offering you the best value for money
- Fair and competitive prices for all of our services, which are outlined in our Pricing Policy

## General Support

We will endeavour at all times to:

- **Respond to Freephone enquiries and e-mail correspondence within three working days of receipt**
- **Respond to EPA support enquiries within three working days**
- Issue assessment results in accordance with the specified assessment window time frames
- Ensure our personnel are appropriately qualified and trained and equipped to carry out their assigned roles and responsibilities
- Ensure all people we work with (internal and external customers) are treated with courtesy and respect and information requests are addressed in a timely and efficient manner

If PAL is unable to meet these response timelines we will provide you with a reason as to why and advise when a response can be expected. **Enquiries will initially be received by PAL personnel on the details below** and then, if necessary, directed to a specific member of the team. Note for complaints, malpractice and appeals and disputes please refer to the relevant policies for timelines for responses.

### Useful Contacts

- Freephone **0800 160 1899** if you use our free phone service, **please makes sure it is clear what you are calling about, a message that just notes 'please call back' can delay PAL in addressing any issue or helping you as quickly and efficiently as we can.**
- **E-mail- general enquiries and complaints** to include complaints & enquiries regarding data processing - **info@professionalassessment.co.uk**
- E-mail EPA specific enquiries (for clients registered/contracted with PAL) [epasupportservices@professionalassessment.co.uk](mailto:epasupportservices@professionalassessment.co.uk)
- Invoices-**invoices@professionalassessment.co.uk**
- Enquiries and Appeals- **epaappeals@professionalassessment.co.uk**
- **Malpractice for concerns regarding apprentices/ learners**  
[apprenticemalpractice@professionalassessment.co.uk](mailto:apprenticemalpractice@professionalassessment.co.uk)
- **Malpractice for concerns regarding employers or providers**  
[eitpmalpractice@professionalassessment.co.uk](mailto:eitpmalpractice@professionalassessment.co.uk)
- **Malpractice for concerns regarding PAL personnel**  
[epamalpractice@professionalassessment.co.uk](mailto:epamalpractice@professionalassessment.co.uk)
- **To notify us of possible or actual conflicts of interest**  
[declaration@professionalassessment.co.uk](mailto:declaration@professionalassessment.co.uk)

**If an enquiry relates to an enquiry about results, this must be dealt with via our appeals and enquiry policy.**

**Please note the email addresses are checked daily and the PAL staff member who takes on the enquiry will field the enquiry to the relevant PAL personnel.**

Business hours are **Monday-Friday 9am-5.30pm**, the EPA team and will check the e-mail in-boxes on a regular basis. Out of hours calls can be made using our free phone, which has a dedicated voicemail that is checked on a daily basis and is available 24 hours, seven days a week.

In planning and undertaking assessments we understand the nature of many of our businesses and as such we will facilitate assessments, wherever possible that are commensurate with the standard and sector, this includes evening and weekend assessments where required.

Please note, whilst we are extremely committed to responding fully to all external enquiries we are not obliged (as recommended by our regulators) to disclose information if to do so would be a breach of confidentiality, or a data breach and/or any other legal duty.

### Who will oversee your enquiry?

To help us, help you, the following table informs you as to who is the best person or team to handle your enquiry and the best email to use to contact them

### Who will assist you?

Subject	Initial Contact	Email address to use
General Enquiries	EPA Team* <sup>1</sup>	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Registration of Apprentices	EPA Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Technical Questions relating to Standards- assessment specific for delivery and award queries	Quality Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Technical Questions relating to Standards- assessment specific for design and development queries	Resource Development Team	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Technical Questions relating to EPAPro (PAL'S registration and scheduling system)	EPA Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Quality Assurance	Quality Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Assessment Support materials/resources- to include accessing our Padlet on-line resources	Resource Development Team	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Assessment Decisions, awards and results	Quality Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Certification location; lost certificates; correcting certificate content (personal details)	EPA Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Complaints- initial complaint- see complaints policy	Business Operations Director	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Conflict of Interest and Maladministration and Malpractice declarations- please use dedicated emails which are overseen by the EPA TEAM	Business Operations Director	Appropriate declaration email address- see table one
Appeals and Enquiries	Quality Manager	<a href="mailto:epaappeals@professionalassessment.co.uk">epaappeals@professionalassessment.co.uk</a>
Special Considerations and Reasonable Adjustment requests	Quality Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Health and Safety/IT security	Business Operations Director	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Accounts and Invoicing	Business Operations Director	<a href="mailto:invoices@professionalassessment.co.uk">invoices@professionalassessment.co.uk</a>
Regulatory information requests; ESFA/EPAO register applications; response to consultations	Responsible Officer- Qualifications Director- Deputy Responsible Officer Managing Director	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a> - please email this address and request the email address of the RO and DRO
Assessment changes to dates; cancellations; delays	EPA Team	<a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a>
Personal data information and processing enquiries and complaints	Director of Audit and Compliance- PAL's DPO	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a> - please use this address and request the address of PAL's Business Operations Director or Director of Audit and Compliance, PAL's DPO
General data enquires	Business Operations Director and EPA team	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Marketing , social media and events/webinars enquiries	Business Operations Director	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>
Audit and Compliance services	Director of Audit and Compliance and Audit team	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a> - please request the address of the Director of Audit and Compliance
Account management	EPA Team	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a> -
EPAO contracts and EPAO contracting	Business Operations Director	<a href="mailto:Info@professionalassessment.co.uk">Info@professionalassessment.co.uk</a>

<sup>1</sup> Please note our EPA team commonly known as the EPASS team