

## Customer Service Statement

### Professional Assessment Limited - Customer Service Statement

Professional Assessment Limited (PAL) aspires to delivering an authentic end-point 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 the relevant apprenticeship assessment plan 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, which includes Centres, third parties, employers and apprentices (learners), with the very best of service, support, advice regarding either our end-point assessment offer or our audit and compliance consultancy.

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 to our key operations and regulatory conditions.

For our qualification work please refer to our Qualifications Customer Service Statement

### Customer Support- End-Point Assessment (EPA)

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 EPA support and enquiries- [epasupportservices@professionalassessment.co.uk](mailto:epasupportservices@professionalassessment.co.uk)
- Access to an account manager
- An assurance of quality in respect of our procedures and processes and personnel
- 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 news regarding Apprenticeship Standards and Assessment plans to include changes instigated by relevant agencies acting for the Department for Education (DfE) and relevant regulatory bodies
- 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
- Timely results in accordance with the specified assessment window time frames

## Customer Support- Audit and Compliance

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

- Accurate and current information regarding our audit and compliance services
- Access to a qualified and experienced audit team
- An assurance of quality and accuracy in respect of our procedures and processes
- Regular communication and support regarding funding rules and requirements
- Fair and competitive prices for all of our services

## 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**

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. Note for complaints, malpractice and appeals and disputes please refer to the relevant policies as detailed on our website for timelines for responses.

For audit and compliance work we will discuss your requirements and provide you with an estimated timeline for the work.

## Useful Contacts

### 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

Subject	Initial Contact	Email address to use
General EPA Enquiries	EPA Team* <sup>1</sup>	Info@professionalassessment.co.uk
Registration of Apprentices	EPA Team	epasupportservices@professionalassessment.co.uk
Technical Questions relating to Standards- assessment specific for delivery and award queries	Quality Team	epasupportservices@professionalassessment.co.uk
Technical Questions relating to Standards- assessment specific for design and development queries	Resource Development Team	Info@professionalassessment.co.uk
Technical Questions relating to EPAPro (PAL'S EPA registration and scheduling system)	EPA Team	epasupportservices@professionalassessment.co.uk
Quality Assurance	Quality Team	epasupportservices@professionalassessment.co.uk
Assessment Support materials/resources- to include accessing our Padlet on-line resources	Resource Development Team	Info@professionalassessment.co.uk

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

Subject	Initial Contact	Email address to use
Assessment Decisions, awards and results	Quality Team	epasupportservices@professionalassessment.co.uk
Certification location; lost certificates; correcting certificate content (personal details)	EPA Team	epasupportservices@professionalassessment.co.uk
Complaints- initial complaint- see complaints policy	Business Operations Director	Info@professionalassessment.co.uk
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	epaappeals@professionalassessment.co.uk
Special Considerations and Reasonable Adjustment requests	Quality Team	epasupportservices@professionalassessment.co.uk
Health and Safety/IT security	Business Operations Director	Info@professionalassessment.co.uk
Accounts and Invoicing	Business Operations Director	invoices@professionalassessment.co.uk
Regulatory information requests; responses to consultations; qualification development	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	epasupportservices@professionalassessment.co.uk
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	Info@professionalassessment.co.uk
Marketing , social media and events/webinars enquiries	Business Operations Director	Info@professionalassessment.co.uk
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	Info@professionalassessment.co.uk-
EPAO contracts and EPAO contracting	Business Operations Director	Info@professionalassessment.co.uk

**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**, PAL personnel 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 (Monday-Friday) 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.**