

# Customer Service Statement

## Purpose & Scope

Professional Assessment Ltd (PAL) is committed to service excellence across all of our services to include apprenticeship assessment, qualifications and audit and consultancy work.

We design, develop, deliver and award assessments and qualifications that reflect industry requirements, and provide consultancy that supports quality and compliance for those delivery publicly funded vocational and occupational training programmes.

We work courteously, promptly and professionally, ensuring fair and equitable access to information and our assessment and audit services.

## Our Code of Practice

- Promoting high expectations and ambitions for our personnel and stakeholders
- Listening to all our stakeholders and acting on feedback
- Sharing relevant information, providing constructive guidance and creating an environment for contribution
- Demonstrating accountability through accurate, constructive feedback and timely delivery
- Ensuring equal opportunity and access to all of our services

## Service Principles

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:

- **Efficient**
  - We will ensure our published information is up-to-date, accurate and accessible.
  - We will use clear English in all our correspondence and documentation.
  - We will ensure the accuracy of all our documentation.
- **Responsive**
  - Our friendly, trained staff will provide a courteous, prompt response to any enquiry you make.
  - We will maintain a flexible approach to working with you to meet your needs.
  - We will work with you in responding to the needs of your Learners.
- **Supportive**
  - We will provide on-going training and information sessions to all Centres.
  - We will publish up-to-date guidelines on all aspects of our service.
  - We will provide on-line access to appropriate documentation, news, and information.
- **Professional**
  - We aim to work to high professional standards, and we are committed to continuous improvement

## Customer Support- Qualifications and Apprenticeship Centre Assessment

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

- An accessible Centre Approval process.
- Quick and efficient Learner registration process.
- Easy access to our Support Services Team
- An assurance of quality in respect of our procedures and processes
- Added value resources such as guidance regarding policy development and customised qualification development services
- Regular Qualification and Assessment updates
- Supportive EQA services
- Access to a dedicated Account Manager

## Customer Support- Apprenticeship PAL Assessment (EPA)

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

- Easy, supportive EPA registration with no fees charged at registration
- Access to a dedicated account manager
- PAL invigilation services as part of our assessment offer
- Timely assessments, facilitated by our network of experienced assessors
- 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), Department of Work and Pensions (DWP) and relevant regulatory bodies and agencies
- 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 assessment 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

## Help us to Help You

- Provide us with as much information as you can when you make an enquiry.
- Circulate our documentation and information to all appropriate staff and/or Learners promptly for qualification and assessment work.
- Complete our documentation or requests for information fully and accurately.
- Inform us, in writing (email will suffice), if one of your named contacts changes or of any other changes within your organisation that impacts on qualification or apprenticeship activities.
- Safeguard the interest of Learners and ensure prompt certification by ensuring registration information is accurate, details are checked at the point of finalising results and either issuing or confirming the request for certification.

## General Support

We will endeavour at all times to:

- Respond to enquiries within three working days of receipt

## Contacting Us

- Freephone 0800 160 1899 if you use our free phone service, please make 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.
- For all general enquiries please use our info@ email address

Our email inboxes are checked daily and the PAL staff member who takes on the enquiry will field the enquiry to the relevant PAL personnel.

## Business Hours

Our Business hours are Monday-Friday 9am-5.30pm. Out of hours calls can be made using our freephone number, 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.

Please note as apprenticeship assessment progresses in line with the apprenticeship reforms, some of the contact email addresses may change or be removed, PAL will update this statement and our clients accordingly.

For communications concerning non-compliance, or concerns regarding Centre or PAL personnel, in the first instance contact Support Services who will direct you to the appropriate person within PAL and provide any specific contact details.


## Who will oversee your enquiry- EPA (Apprenticeship Assessment) and Audit and Compliance

### EPA & Audit and Compliance Consultancy

Subject	Initial Contact	Email
General EPA/Apprenticeship assessment enquiries and audit and compliance enquiries	Support Services	info@professionalassessment.co.uk
Apprentice registration & EPAPro queries	Support Services	epasupportservices@professionalassessment.co.uk
Appeals and enquiries	Quality Team	epaappeals@professionalassessment.co.uk
Complaints	Support Services	info@professionalassessment.co.uk
Accounts & invoicing	Business Operations Director	invoices@professionalassessment.co.uk

### Who will oversee your enquiry? Qualifications

Subject	Initial Contact	Email
General enquiries	Support Services	info@professionalassessment.co.uk
Learner registration & certification	Support Services	aosupport@pal-awarding.co.uk



Qualification delivery/award queries	Quality Team	aosupport@pal-awarding.co.uk
EQA support & visits	Quality Team/EQAs	eqa@pal-awarding.co.uk
Complaints	Support Services	info@professionalassessment.co.uk
Appeals & enquiries	Quality Team	appeals@pal-awarding.co.uk
Accounts and invoicing	Business Operations Director	invoices@professionalassessment.co.uk

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Next Review: 4<sup>th</sup> November 2026

Person Responsible for review: Business Operations Director

This statement has been agreed by Linda Martin, Managing Director