Professional Assessment Ltd

Customer Service Statement

Purpose and Scope

Professional Assessment Ltd (PAL) provides trusted and credible assessment, awarding, and audit and compliance services across the post-16 education and training sector. We work in partnership with training providers, employers, Approved Centres, apprentices, learners and other stakeholders to provide professional, responsive and reliable services, underpinned by clear processes, practical guidance and effective customer support.

This Customer Service Statement sets out the service standards our customers and stakeholders can expect from PAL across our assessment, awarding, Centre, quality assurance, audit and compliance activities.
PAL is committed to delivering a high-quality customer experience while upholding the integrity, impartiality and regulatory requirements of our regulated activities.

Our Service Commitment

Our Commitment	What this means
Professional	We communicate courteously, clearly and constructively.
Responsive	We respond within our published timescales and make sure enquiries reach the appropriate person.
Reliable	Our services are supported by clear processes, appropriate expertise and effective quality assurance.
Clear	We provide practical, accurate and current information and guidance so customers understand requirements and next steps.
Partnership-focused	We work constructively with training providers, employers, Approved Centres, apprentices, learners and other stakeholders to understand their requirements and support effective delivery.
Continuous improvement	We use feedback and service information to improve our services and processes.

Customer Support- Qualifications and Centre Assessment

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

- a clear and supportive Centre Approval and onboarding process;
- access to current qualification, assessment and quality assurance guidance and resources;
- support with learner registration, results and certification;
- clear guidance on Centre responsibilities, assessment and internal quality assurance;
- proportionate external quality assurance and CASS monitoring;
- access to PAL's Centre guidance and resource libraries;
- a clear point of contact for operational and quality assurance support; and
- appropriate support and escalation where further action or improvement is required.

Customer Support- Apprenticeship PAL Assessment (Legacy EPA and Reformed Apprenticeships)

PAL provides apprenticeship assessment and end-point assessment services across a range of occupational sectors. Depending on the apprenticeship standard and assessment plan, assessment may be delivered through a PAL Assessed model or a Centre & PAL Assessed model.

Our apprenticeship assessment service includes:

- clear information about assessment requirements and responsibilities;
- straightforward registration and assessment administration;
- access to relevant specifications, guidance and preparation resources;
- experienced and appropriately qualified assessment personnel;
- dedicated customer and assessment support;
- appropriate options for remote and face-to-face assessment;
- clear assessment outcomes and feedback, where applicable;
- effective quality assurance; and
- support before, during and following the assessment process.

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 our services.

Information and Guidance

PAL aims to provide customers with clear, accurate, current and accessible information about our services and requirements.

Information and guidance may be provided through our website, PAL systems, resource libraries and Padlets, email, telephone, online meetings, specifications, policies and other published guidance.

Where requirements or arrangements change, PAL will use appropriate communication channels to inform affected customers and stakeholders.

Customers should refer to the current published version of PAL policies, specifications and guidance. Where there is uncertainty about which information applies, PAL Support Services can direct customers to the appropriate resource.

Help us to Help You

To help us provide an effective service, we ask our customers and stakeholders to:

- provide accurate and complete information;
- use current PAL policies, specifications and guidance;
- respond to requests for information within the required timescales;
- notify PAL promptly of relevant changes;
- provide sufficient information when raising an enquiry so it can be directed appropriately;
- use PAL's designated communication and support routes;
- treat PAL personnel professionally and respectfully; and
- raise concerns promptly so that we have an opportunity to address them.

How to Contact PAL

We will always endeavour to respond to enquiries within three working days of receipt. Where an enquiry requires further investigation or input from another member of PAL personnel, we will aim to acknowledge or progress the enquiry within this period and provide information about the next steps where appropriate. Formal processes, including complaints, appeals and enquiries and other regulatory matters, are managed in accordance with the timescales set out in the applicable PAL policy or procedure.

Contacting Us

- Freephone 0800 160 1899 if you use our free phone service; When contacting us, please provide sufficient information to allow us to understand your enquiry and direct it to the appropriate person or team.
- 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 8.30am-5.30pm, excluding public holidays. Out of hours calls can be made using our freephone number, which has a dedicated voicemail.

PAL aims to communicate openly and transparently with customers and stakeholders. However, there may be circumstances where we are unable to disclose information because it is confidential, commercially sensitive, assessment-sensitive, subject to data protection requirements, or restricted by legal, contractual or regulatory obligations.

In these circumstances, PAL will provide as much appropriate information as it is able to provide.
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.

If you need help with:	Contact Route
General enquiries	info@professionalassessment.co.uk
Apprenticeship assessment	epasupportservices@professionalassessment.co.uk
Qualifications, Approved Centre support, registrations and certification	aosupport@pal-awarding.co.uk
EQA and Centre quality assurance	aosupport@pal-awarding.co.uk
Complaints	info@professionalassessment.co.uk
Appeals and assessment enquiries relating to PAL-assessed apprenticeships and EPA	epaappeals@professionalassessment.co.uk
Appeals and assessment enquiries relating to qualifications and Centre-assessed activity	appeals@pal-awarding.co.uk
Audit & Compliance	info@professionalassessment.co.uk
Finance / invoicing	invoices@professionalassessment.co.uk

Date Created: 10th April 2019
Last Review: 23rd November 2026
Next Review: 23rd November 2027
Person Responsible for review: Business Operations Director
This statement has been agreed by the PAL Board