

Performance Pledge

Our promise to you

We pride ourselves on our ability to develop excellent working relationships with our centres and learners. We're here to make everything as straightforward as possible for you. The Performance Pledge guarantees our response times.

Contact us now to arrange to speak to a member
of our business development team

0117 314 2800
businessdevelopment@innovateawarding.org

Activity	Pledge
Contacting our office	You can contact our office Monday to Friday 8.30am to 5.30pm, and we also have a 24hr answering machine service. Our easy to use registration and certification system, 'QuartzWeb', is available 24/7.
Centre approval and additional qualification applications	A decision on approval will be made within five working days
Allocation of a named coordinator	We will allocate a dedicated Customer Service Coordinator who will give you their email address and direct phone number - we do not use call centres
Allocation of External Quality Advisors (EQAs) to centres	We allocate a named EQA to new centres within ten working days of approval
Quality assurance visits and consultations	We always agree dates with our centres with a minimum of ten working days notice before a visit
Learner registrations	All registrations are processed in two working days or less
Learner certificates/ eCertificates (inc. replacements)	All certificates are issued within two working days. E-certificates are available the same day via QuartzWeb.
Appeals	We acknowledge appeals within two working days. Please see the Appeals Policy for more details.
Malpractice and maladministration	We acknowledge all reports within two working days. Due to the individual nature of these issues, we cannot guarantee response times.
Reasonable adjustments and special considerations	We respond within two working days, with a decision within 21 working days
Complaints	We acknowledge receipt of all complaints within two working days. We communicate our initial conclusions within 20 working days or less.
Fees	Our fees are published on our website in a clear format with no hidden charges