

Customer Survey 2017

Summary

Innovate Awarding invited customers to take part in an online customer satisfaction survey for 2017.

30% of our centres responded.



100% Customers are confident in Innovate Awarding delivering excellent customer service

97% Customers agree that Innovate Awarding's approval application is simple and easy

100% Customers think Innovate Awarding qualifications are good value for money

100% Customers agree that EQAs are supportive, knowledgeable and act with professionalism

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

0117 314 2800
businessdevelopment@innovateawarding.org

What our customers say

"Always excellent response times and service..."

"It was refreshing to find human and helpful, skilled personnel visiting us..."

"Really happy with the offering; the support we receive is spot on..."

"So supportive and always on hand to help! It makes a real difference..."

We listen

As a result of the feedback we received, we will be:

- ▶ Developing a full suite of materials to help support preparation for end-point assessment
- ▶ Implementing a schedule of training webinars on end-point assessment for our customers
- ▶ Investigating more effective ways in which to deliver QuartzWeb training