

Innovate Awarding Contact Details

Details below for who to contact depending on your query

Contact us about	Department	Contact Email	Contact number
<ul style="list-style-type: none"> • Planning meetings • Keycodes • Live Test support 	Central Bookings (CBT)	central.bookings@innovateawarding.org	0117 314 2800 option 1
<ul style="list-style-type: none"> • Working with Innovate • Awarding for EPA • Gateway queries • Client EPA Pro support requests • Client process queries • Client support material queries • ESFA certification follow up 	Client Relationship Team (CRT)	epa@innovateawarding.org	0117 314 2800 option 2
<ul style="list-style-type: none"> • Working with Innovate awarding for Qualificaions • Qualification replacement certificates • Qualification queries • Centre approval 	Qualifications Team	coordinators@innovateawarding.org	0117 314 2800 option 3
<ul style="list-style-type: none"> • ProctorU issues 			0117 314 2800 option 4
<ul style="list-style-type: none"> • Anything else 			0117 314 2800 option 5
<ul style="list-style-type: none"> • MCQ invigilation/QA • ESFA claims • Paper test issues/queries 	Operations Support Team	operationsupport@innovateawarding.org	
<ul style="list-style-type: none"> • Reasonable adjustment requests • Appeals • Complaints • Change of circumstance • Back into learning and return to EPA • Post-gateway suspension • Special considerations 	Compliance Team	compliance@innovateawarding.org	
<ul style="list-style-type: none"> • Invoicing 	Finance	finance@innovateawarding.org	