

INNOVATE AWARDING CONTACT DETAILS

Contact us about...	Department	Contact email	Contact number
<ul style="list-style-type: none"> • Planning meetings • Keycodes • ProctorU booking support 	Central bookings (CBT)	Central.bookings@innovateawarding.org	01173142800 option 1
<ul style="list-style-type: none"> • Live test issues 	Operations support		01173142800 option 2
<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 management	Epa@innovateawarding.org	01173142800 option 3
<ul style="list-style-type: none"> • MCQ invigilation/QA • ESFA claims • Paper test issues/queries 	Operations support	operationssupport@innovateawarding.org	01173142800 option 4
<ul style="list-style-type: none"> • Working with Innovate awarding for Qualificaions • Qualification replacement certificates • Qualification queries • Centre approval 	Qualifications	coordinators@innovateawarding.org	01173142800 option 5
<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	compliance@innovateawarding.org	
<ul style="list-style-type: none"> • Invoicing 	Finance	finance@innovateawarding.org	