

## INNOVATE TEAM PLEDGES

### COMPLIANCE

Activity	Pledge
Contacting the Compliance Team	You can contact the Team by emailing <a href="mailto:compliance@innovateawarding.org">compliance@innovateawarding.org</a>
Complaints	We acknowledge receipt of complaints within Two working days. Initial conclusions from the investigation will be communicated within 20 working days and if required A further final conclusion will be communicated within the next 15 working days. Further details can be found in the policy.
Appeals	We acknowledge receipt of appeals within two working days. Decisions on stage one appeals are communicated back within five working days. Decisions on stage two appeals are communicated back within 20 working days. Further details can be found in the policy.
Malpractice and Maladministration	We acknowledge receipt of all reports within Two working days. Due to the individual nature of these issues, we cannot guarantee response times. Further details can be found in the policy.

### QUALIFICATIONS

Activity	Pledge
Contacting the Qualification Support Team	You can contact the team Monday to Friday 8:30am to 4:30pm by calling 0117 314 2800 (Option 5) or emailing <a href="mailto:coordinators@innovateawarding.org">coordinators@innovateawarding.org</a> . 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 will be made within 5 working days of your application being received. If your application requires an EQA to review or complete an approval visit, the report will be processed within 5 working days of Innovate receiving the report.
Allocation of EQA to Centres	We allocate a dedicated EQA to each Centre prior to your first visit taking place. The EQA will then contact you to introduce themselves and organise a suitable date for the visit.
Learner registrations	Registrations are automatically processed if there are no issues with the file. If there are issues i.e. Date of Birth missing, IAO will review the file within 2 working days and contact the administrator who submitted the file
eAssessment results	MCQ results will be available on QuartzWeb within 5 working days. Short Answer Paper results will be available on QuartzWeb within 15 working days.

Learner certificates	Claims are processed within 2 working days if you have Direct Claim Status. If you do not have DCS, a member of the team will instruct your EQA that a sampling visit is required, prior to the results being released. eCertificates are available the same day the results are processed free of charge. You should expect to receive the paper certificates in the post within 10 working days from the date we have processed the results.
Fees	Our fees are available on our website per registration. The replacement paper certificate fee is £30.
EQA activity reports	We will process EQA activity reports within 10 working days of the activity taking place

## END-POINT ASSESSMENT

Activity	Pledge
Contacting the Client Relationship Team	You can contact the team Monday to Friday 8:30am to 4:30pm by calling 0117 314 2800 (Option 3) or emailing <a href="mailto:epa@innovateawarding.org">epa@innovateawarding.org</a> . We also have a 24hr answering machine service. Our easy-to-use registration system EPA Pro is available 24/7.
New client forms and additional standard applications	Once we agree to work together for End-point Assessment and the relevant forms are completed and signed, your EPA Pro account will be set up within 48 hours (during working days).
Allocation of relationship executive	We allocate a Client Relationship Executive to your account who will be your key point of contact for any queries. Any email queries will be responded to within 48 hours (during working days).
End-point Assessment results	MCQ results will be available on EPA Pro within 5 working days. Most other assessment results will be available on EPA Pro within 7 working days, with the exception of Hospitality and Customer Service results which are 10 working days.
Apprentice certificates	Certified apprentices are submitted to the ESFA 15 working days after the overall grade is published on EPA Pro, to allow for any appeals if required.
Fees	End-point Assessment charges are invoiced per apprentice gateway on a monthly basis for all apprentices submitted in the previous month.