

INNOVATE AWARDING'S TIMESCALES FOR ISSUING RESULTS AND CERTIFICATION

QUALIFICATIONS

The Quartz system used by Innovate Awarding (IAO) cross-references against learner registrations and checks that the learner achievements which the centre has submitted meet the rules of combination. If the centre has Direct Claim Status (DCS) they will be able to sign off their own certificate claim forms for that qualification without having to wait for our External Quality Advisor (EQA) to visit. If they don't then these results will not be signed off until an EQA has conducted a review.

IAO process results within two working days if the Centre has Direct Claim Status. Once the results have been processed, you will be able to download an eCertificate free of charge from QuartzWeb within 30 minutes. You should expect to receive paper certificates in the post within 10 working days of the results being processed.

IAO has a policy and procedure for issuing replacement certificates which is available to all centres. Innovate Awarding will take all reasonable steps to issue a replacement certificate within 10 working days.

The replacement certificate fee is £30 per certificate

END-POINT ASSESSMENT (EPA)

On demand test results are published on EPA Pro within 5 working days of the test.

On demand human marked tests are published on EPA Pro within 9 working days of the test.

All other assessment component results are published on EPA Pro within 7 working days of the assessment taking place with the exception for hospitality and customer service assessments, these take a maximum of 10 working days.

Final results are published on EPA Pro within a maximum of 7 working days of final assessment component mark being published on EPA Pro.

IAO as the EPAO makes the ESFA certificate claim. IAO submit a claim within 15 working days after final result has been uploaded to EPA Pro. The ESFA send the certificate directly to the employer.

For replacement certificates a request must be emailed to epa@innovateawarding.org and IAO will request this from the ESFA. IAO will do this within 2 working days of receiving the request.