



# Enquiries Policy

## Introduction

This policy outlines how Qualsafe Awards (QA) manages all enquiries.

## Learner enquiries

Learners must initially direct all enquiries about assessments or other decisions affecting them to the Centre at which they are registered.

If the enquiry relates to an assessment decision, the Centre will check your assessment material and tell you their findings. If the Centre finds that the original result is incorrect due to an error on their part, they must tell the Learner and use the Enquiries Form available on the Contact page of the QA website to ask QA to verify the decision.

If QA has made an administrative error, the Centre can ask QA to check the paperwork using the *Enquiries Form*. QA will check the paperwork against the assessment decision and issue amended documentation if necessary.

In all instances where results are amended and new documentation is issued, the original certificates must be returned to QA before any new certificates can be issued.

If any Learner is dissatisfied with the outcome of any assessment enquiry or any other decision made about them, then they have the right to appeal (please refer to the *QA Appeals Policy*).

## General enquiries

To submit a general enquiry to QA:

- Complete the Enquiries Form available on the Contact page of the QA website
- Tweet us on Twitter @Qualsafe
- Message us on Facebook @Qualsafegroup or
- Call our customer service team on 0330 660 0899\* / 01274 381414

Calls may be recorded for training and quality purposes.

\*Costs to call this number will vary depending on your phone company's access charge.

When QA receives general enquiries on our qualifications or other matters, we try to respond to these immediately if possible. In some cases, however, we may need to carry out some further checks or take some action before giving a full response. If so, our staff will carry out any required checks or actions and then respond as appropriate. For general enquiries of this nature, QA staff will try to issue a response within 2 working days.

# Qualsafe Awards

## Policy review arrangements

QA will review this policy on an ongoing basis as part of our continuous improvement activities and revise it as and when necessary in response to customer and Learner feedback, changes in our practices or the outcome of investigations. In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with enquiries remain effective and fit for purpose.

## Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0330 660 0899\* / 01274 381414

*Calls may be recorded for training and quality purposes.*

*\*Costs to call this number will vary depending on your phone company's access charge.*

Email: [info@qualsafeawards.org](mailto:info@qualsafeawards.org)



Anita Goodfellow

**Chief Executive**

17<sup>th</sup> November 2021

Owner: CEO

Regulatory References: Office of Qualifications and Examination Regulations (Ofqual) *General Conditions of Recognition* (D4)

QA Documents Referenced: *QA Appeals Policy*