

# AWARDING ORGANISATION POLICY

## Customer Service Statement (AOP-019)

### GQA – Our Mission and Values

GQA is an Awarding Body for specialist sectors and occupational roles. Our current qualifications cover a wide range of sectors, including the Glass and Fenestration Industries, Construction, Print, Automotive Glazing, Polymers, Nuclear, Chimney Occupations, Paper, Meteorology and Print.

Our aim is to work with industries where we have access to knowledge, either within GQA or by developing strong working relationships with sector specialists, giving us a real ability to discuss specific qualifications with both centres and employers.

Qualification development is carried out in accordance with regulatory and Sector Skill Council requirements, using industry experts throughout the development and consultation processes

At GQA, our purpose is simple: to add life to a lifetime of learning. We believe that every learning opportunity is a chance for a personal breakthrough. That's why our colleagues are committed to creating vibrant and enriching learning experiences designed for real-life impact.

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## 1. Statement scope and purpose

GQA delivers high-quality, effective, and efficient service while continuously improving the customer experience by listening to feedback and measuring results against the service standards in this document.

## 2. Policy statement

GQA aims to:

- maintain effective communications, to provide quality information to partners, customers, learners and other relevant key stakeholders
- adhere to our established procedures and quality standards to ensure good practice and consistency in qualifications and EPA
- ensure GQA staff are competent and motivated to work to a high standard
- ensure that staff adhere to the GQA core values to meet GQA and customers' expectations
- always treat all current and potential customers equally, regardless of age, gender, ethnic origin, religion, sexual orientation or disability



- act promptly and professionally in all customer operations, providing relevant information and taking appropriate action within specific timescales, where required
- seek customers' feedback on GQA services regularly to establish customer satisfaction levels from learners
- freely provide information on services and their costs, as well as access to the policies and values that underpin GQA work, fostering a climate of mutual respect between GQA and customers.

### 3. Service standards

<b>GQA aims to:</b>	<b>Timescale:</b>
<b>Enquiries</b>	
Respond to verbal enquiries	Within 2 working days of receipt
Respond to email and letter enquiries	Within 5 working days of receipt
<b>Approval applications</b>	
Acknowledge receipt of Centre approval pre-applications	Within 5 working days of receipt
Confirm date for Centre approval meeting	Within 10 working days following successful progress through the pre-application step
Qualification approvals for an existing centre	Within 5 working days of receipt
<b>Centre details</b>	
Respond to requests for any special considerations or reasonable adjustments	Within 3 working days of receipt
Process centre detail changes	Within 5 working days of receipt
<b>Qualification registration</b>	
Provide a service for learner registration and the ability to register learners on GQA Online	Within 5 working days of centre/qualification approval
Process learner registrations on GQA Online	Within 5 working days of receipt
<b>End-point Assessment registration and booking</b>	
Provide a service for apprentice registration and the ability to register apprentices on ACE360	Within 5 working days of receipt of the LTP request via ACE360
Confirm an EPA booking by email	Within 2 working days of verbal agreement
Respond to gateway submissions	Within 5 working days of receipt



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## Issuing results

Issue end-point assessment results	Within 10 working days of completion
Claim for an apprentice certificate via the online portal	Within 3 working days of all aspects being achieved
Qualification certificate claims	Processed and dispatched within 5 working days of EQA approval

## External quality assurance

Provision of the Centre visit agenda	Usually 5 working days ahead of the visit
EQA report provided to the Centre	Within 3 working days of activity

## Making a complaint or allegation

Acknowledge receipt of a complaint, appeal or allegation of malpractice	Within 3 working days of receipt
Provide a written response to a complaint	Within 10 working days from the date of the acknowledgement
Respond to an appeal following a review	Within 30 working days from the date of the acknowledgement
Provide a written response to an allegation of malpractice or maladministration	Within 2 working days of receipt

## 4. Policy reference information

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