		
ISSUED BY: AO Director Caroline Walton	Awarding Organisation Policies and Procedures	**ISSUE DATE:** September 2026 **REVIEW DATE:** September 2027
	Enquiries Policy	**ISSUE:** V7

Scope and Purpose

The purpose of this policy is to ensure ELS customers, including apprentices, training providers and employers, are aware of the procedures in place if an issue, query, or concern needs to be raised in relation to ELS Apprenticeship Assessment services.

ELS views good service and positive customer relationships as a priority. ELS strives to ensure that all enquiries are managed fairly and effectively. Any enquiries submitted will be recorded and reviewed for improvement and training purposes. This policy should be referred to when there is a need to seek clarification or to make an enquiry concerning any of the following:

- Apprenticeship Assessment process
- Assessment results
- Decisions regarding Reasonable Adjustments, Special Considerations or Malpractice/Maladministration
- ELS Apprenticeship Assessment policies and procedures
- Apprenticeship Assessment support materials

Aims

When striving to ensure good customer service, ELS considers these four main objectives as key deliverables:

1. The importance of scoping the responsibilities of both parties; ELS and the customer, in relation to Apprenticeship Assessment.
2. The agreement of investment and timescales for Apprenticeship Assessment.
3. The demonstration of the added value brought by using ELS as an Awarding Organisation (AO).
4. The development of closer working relationships with the training providers, employers and apprentices who use our Apprenticeship Assessment services.

Responsibility

The ELS Apprenticeship Assessment Scheduling Team are responsible for managing any enquiries relating to Apprenticeship Assessments.

The Assessments@explosivelearningsolutions.com inbox is checked daily by our Assessment Delivery Managers.

If the nature of the enquiry is an appeal or complaint which is either ‘new’ or ‘under investigation’, it will be dealt with by the Quality Assurance Manager, as per ELS Appeals Policy and ELS Complaints Policy.

Procedure

Enquiries may be made regarding any element of ELS Apprenticeship Assessment services. Enquiries can be submitted in writing, via phone call, email, or through a submission form on the ELS website. See details below:
Address: 4 The Terraces, Library Avenue, Harwell Science and Innovation Campus, Didcot, Oxfordshire, OX11 OSG
Telephone: 01235 861805
Email: Assessments@explosivelearningsolutions.com
Website: https://www.elsbusinesstraining.co.uk/

A member of the Apprenticeship Assessment Scheduling Team will answer any customer enquiries within **three working days** of receiving the enquiry. However, if the nature of the enquiry requires further investigation, the Apprenticeship Assessment Scheduling Team will endeavour to respond to the customer within **ten working days**.
The Apprenticeship Assessment Scheduling Team will continuously monitor all enquiries.

Review and Version Control

ELS is committed to ensuring all policy documentation is subject to document control and reviewed annually.

RELATED DOCUMENTS: -	**APPROVED BY: -**
004AO Appeals Policy 005AO Complaints Policy	Caroline Walton, AO Director