

		
ISSUED BY: Caroline Walton Head of EPA	EPA POLICIES & PROCEDURES	ISSUE DATE: SEPTEMBER 2022 REVIEW DATE: SEPTEMBER 2023
	EPA Enquiries Policy	ISSUE : V4

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 is raised in relation to ELS End-Point Assessment (EPA) 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:

- The EPA process
- Assessment results
- Decisions regarding Reasonable Adjustments, Special Considerations or Malpractice/Maladministration
- ELS EPA policies and procedures
- EPA 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 EPA.
2. The agreement of investment and timescales for EPA.
3. The demonstration of the added value brought by using ELS as an EPAO.

4. The development of closer working relationships with the training providers, employers and apprentices who use our EPA services.

Responsibility

The ELS EPA Scheduling Team are responsible for managing any enquiries relating to EPA. The epaenquiries@explosivelearningsolutions.com inbox is checked daily by either an EPA Coordinator or the Head of EPA.

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. Please refer to the ELS Appeals Policy and ELS Complaints Policy for further details on these procedures.

Procedure

Enquiries may be made regarding any element of ELS EPA services. Enquiries can be submitted in writing, via phone call or through a submission form on the ELS website:

Website: <https://www.elsbusinessstraining.co.uk/>

Email: epaenquiries@explosivelearningsolutions.com

Telephone: 01235861805

Explosive Learning Solutions Ltd

4 The Terraces, Library Avenue

Harwell Science and Innovation Campus

Didcot, Oxfordshire

OX11 OSG

A member of the EPA 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 EPA Scheduling Team will endeavour to respond to the customer within ten working days.

The EPA Scheduling Team will continuously monitor and record all enquiries along with ELS' response in the ELS Enquiries Log. All enquiries will be reviewed periodically to ensure none remain outstanding.

All recorded enquiries are used as part of ELS continuous development to improve the services they provide.

If the nature of the enquiry relates to a complaints and/or appeal, whether new or currently on-going, the enquiry will be referred to the Quality Assurance Manager in accordance with the ELS Complaints and ELS Appeals Policy.

RELATED DOCUMENTS:- Appeals Policy, Complaints Policy	APPROVED BY: Director: James Convery
---	--