# The VQ Assessment Centre

## Information, advice and guidance statement of service

### **Mission**

Our aim is to help and support all Vocational Qualification Assessment Centre learners and prospective learners to achieve their goals by providing:

* Appropriate and timely information, advice and guidance about vocational qualifications.
* Support to help them make informed choices.
* Support during their qualification.

### **Who is entitled to use our services?**

* Registered learners who are currently or about to start working for a vocational qualification with the Vocational Qualification Assessment Centre.
* Enquirers and prospective learners or sponsors who are considering registering for a vocational qualification with us.

### **What services are we able to provide to you?**

* Information, advice and guidance about the vocational qualifications available through the Vocational Qualification Assessment Centre. This is provided on a website, in print, by telephone, by e-mail, letter, and in person.
* Advice and services to enable you to do a vocational qualification if you have a disability or an additional requirement.
* Referral to other organisations as appropriate.
* Information, advice and guidance to enable you to make an informed decision about whether to register for a vocational qualification with us.
* Support to assist you in achieving your vocational qualification.

### **What do we expect from you?**

In line with the requirements set out in our [Learner Charter](http://www8.open.ac.uk/choose/vocational-qualifications/our-policies/learner-charter), we will expect you to:

* Provide us with as much relevant information as you can give us so that we can answer your enquiry fully; for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.
* Collect your own evidence in relation to the standards with support and guidance from the Vocational Qualification Assessment Centre.
* Present your evidence in a way that is easily accessible and understandable to your assessor.
* Seek advice from your assessor if you are experiencing any problems in finding evidence or if it is difficult for you to be assessed during the normal course of your work.
* Contact us promptly if you have concerns about any aspect of work relating to your qualification.
* Abide by your conditions of registration and [other OU policies](http://www8.open.ac.uk/choose/vocational-qualifications/our-policies).
* Access and make use of our on-line resources and other support available to you.

### **Choosing a vocational qualification**

Services we provide to help you make the choice that is right for you:

* Information in printed documents and on the web about the Vocational Qualifications and other [qualifications that we offer](http://www8.open.ac.uk/choose/vocational-qualifications/qualifications), about working towards your qualification with the Vocational Qualifications Assessment Centre and about the services that we provide to learners.  This information is regularly updated and comprehensive.
* Access to [experienced learner support staff](http://www8.open.ac.uk/choose/vocational-qualifications/contact-us) who will provide you with more information about working towards a qualification with us, detailed advice about issues particular to you and impartial guidance as required.
* Information about the costs of doing a vocational qualification with the Vocational Qualification Assessment Centre and advice about our payment instalment plans.
* Services to enable you to access information and guidance about your proposed qualification.
* Services to enable you to access information about the support available if you have a disability or additional requirement.

### **Starting work on your vocational qualification**

Services we provide to registered learners to help you prepare for working towards your vocational qualification:

* An eportfolio setting out the national occupational standards relevant to your chosen qualification.
* Details of how to access our on-line services and materials specific to your qualification.
* Information which explains about the Vocational Qualification Assessment Centre, the assessment process, the support available to you and what is required of you.

### **Working on your vocational qualification**

Services we provide to support your learning experience:

* Qualification relevant and individual support from your assessor.
* Information, advice, guidance and resources to enable you to plan your work.
* Reasonable adjustment if you have a disability or additional requirements.

You can [contact us](http://www.open.ac.uk/forms/nvqenquiry/) at any time to discuss any concerns you may have.  We may contact you from time to time to offer additional advice to assist you in achieving your qualification or as part of our verification processes.

### **Moving on**

Services we provide to help you choose what you will do next:

* Information in printed documents and on the web about progression opportunities, recognition of your qualification by professional bodies and OU credit transfer information.
* Information about how to access The Open University’s full prospectus and other vocational qualifications offered by the Vocational Qualifications Assessment Centre.

### **Our service policy**

In line with the standards set out in our [Learner Charter](http://www8.open.ac.uk/choose/vocational-qualifications/our-policies/learner-charter), you can expect a prompt response to queries and a reply to correspondence within ten working days of receipt.  If the matter is complex then you will receive an interim reply with a contact name and an indication of further action.

We aim to:

* Operate to [matrix standards](http://www.matrixstandard.com/) in relation to the provision of information, advice and guidance.
* Abide by The Open University’s Equal Opportunities Policy.  The aim of the [equality and diversity policy](http://www8.open.ac.uk/choose/vocational-qualifications/our-policies) is to create the conditions whereby learners are treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnic or national origin, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or other irrelevant distinction.

### **The Open University Mission Statement**

The Open University is open to people, places, methods and ideas.  It promotes educational opportunity and social justice by providing high-quality university education to all who wish to realise their ambitions and fulfil their potential.  Through academic research, pedagogic innovation and collaborative partnership it seeks to be a world leader in the design, content and delivery of supported open and distance learning.

### **Confidentiality**

In order to provide the best possible service, we keep a record of your details, your work progress and your contacts with us.  This record can only be accessed by authorised University staff or representatives who need to see this information as part of their work.

In line with our [Data Protection Policy](http://www.open.ac.uk/choose/vocational-qualifications/sites/www.open.ac.uk.choose.vocational-qualifications/files/file/ecms1/web-content/vqac-data-protection.pdf), we will take appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside of The Open University.

### **Feedback, comments and complaints**

We are committed to developing the quality of our services, and we regularly use evaluation surveys to find out how far learners are satisfied with their qualification and the support provided to them by the Vocational Qualifications Assessment Centre.

We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience.  If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly.

Should you wish to appeal against an assessment decision, you can access our [Appeals Procedure](http://www8.open.ac.uk/choose/vocational-qualifications/our-policies/appeals-procedure).

We welcome any comments you have which help us to improve our services. You can contact us as follows:

* [Email](http://www.open.ac.uk/forms/nvqenquiry/)
* Telephone on 01908 653774
* Write to us at The Open University Vocational Qualification Assessment Centre, 1st Floor South Joe Clinch Building, Hammerwood Gate, Kents Hill, Milton Keynes, MK7 6BY