

Introduction

This special edition of our news update includes:

- A note from the Head of UAS
- Contacting us
- Processing claims
- Coordinator training
- Unit validation

A note from the Head of UAS

Dear UAS coordinators and teachers,

I hope you and your learners are managing to adapt to the new ways of living and working. We appreciate the challenges you must face in your centres at this moment in time. We felt, therefore, it would be useful to let you know that the Unit Award Scheme remains available for use with your learners, if they are still attending your centre.

Safe to say the UAS team are as passionate as ever and are determined to offer you the best service possible in the current circumstances. We're settling nicely into working from home and I'd like to thank you for your understanding and patience, as we adjust to this new way of working. We've had to make a few changes, of course, and these are explained in this special edition of our termly newsletter.

Wishing you and your learners all the very best during this unprecedented time. Whilst we're not currently at the end of a phone, remember, we're still at the end of an email if you need to get in touch.

Best wishes

Adrienne
Head of Unit Award Scheme

Contacting us

All our team is currently working from home. We are still here to provide any help you need, but we are unable to pick up calls. For existing centres, our Delivery team are here to support you by:

Email: unitawardscheme@aqa.org.uk

Web form: click on Enquire Online in the Popular Links section of the UAS homepage

Processing claims

Whilst we are still able to process claims, we can't print and post certificates. We are working on a solution in the interim, however, to have a pdf version of the certificate available to you on Gateway. When we return to the office, we'll then print and dispatch those certificates in the usual way.

Please can you bear with us whilst we sort out our IT to enable us to function in the normal safe and secure way from home. Unfortunately at this moment in time we won't be able to guarantee to process your claims within the usual 5-10 working day turnaround. Please be assured, however, that we'll do our best to process claims as quickly as possible. Please do not send any evidence by post to us. We are not there to see its safe arrival in the office. If you do have evidence to send, we ask that you upload it through Gateway.



Unit validation

Centres are still able to submit new and amended units for validation in the usual way. Please be aware that the validation process may take a little longer than the usual four to six weeks. Try and submit your units as soon as you can.

Coordinator training

AQA has cancelled all face to face training sessions until September 2020. For active centres, who want to have an additional coordinator, there is a free on-demand training webinar available. For further information please email our Delivery team at unitawardscheme@aqa.org.uk.

We are also offering a limited number of live online training sessions with our UAS trainers. These cost £214.40 and are intended mostly for coordinators at new centres, or for existing centres that haven't used the scheme for a while. However, coordinators from active centres can also enrol on one of these sessions if they wish. Please contact UASRegistration@aqa.org.uk for details of dates and times.

Please do take care of yourself, your family and friends.

Best wishes

Adrienne, Alexis, Chloe, James, Jane, Jessica, Linda and Matt



