

Our Commitment To You...

The Leading Research-Proven Literacy Skills Software Supplier

LexiaUK has been dedicated to providing personalised, engaging, effective and relevant literacy solutions for over twenty years to schools in the UK and Republic of Ireland.

Having partnered with thousands of schools in this time, we know our products are extremely effective in accelerating literacy skills when school leaders, teachers and pupils receive the support they require.

This document illustrates our commitment to you - from your initial enquiry, all the way through to regular ongoing support which is available throughout the duration of your license term.

Our Approach:

To fulfil our commitment, LexiaUK prides itself in creating a partnership when working with schools and other educational establishments. This includes a high level of personalised and flexible support over the course of your license period.

The Customer Journey:

From initial contact your school representative will be assigned a dedicated Educational Software Consultant to ensure your needs are met.

Customers are taken through an initial 'Launch Period' (typically 6 weeks), after which time they move to an 'Ongoing Support' period for the remainder of their license term.

To ensure efficiency and regular contact points, this customer journey is delivered through online sessions and telephone.

Please Note: A Launch Period will be performed over an evaluation period, or will commence immediately after purchase.

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Over the Launch Period we will:

- Conduct an Initial Consultation with you, identifying needs and goals with senior leaders.
- Provide implementation best practice and roll-out support.
- Aim to have Lexia software activated within 2 weeks of our agreement to move forward, and during this period, contact and work with your IT support representative to ensure software is set up correctly and in a timely manner.
- Make contact with your school's assigned representative (Lexia Co-ordinator) to:
 - Deliver software training within 3 weeks of agreeing software setup in your school/organisation.
 - Maintain regular contact of at least once every 10 days.
 - Book an Initial Review and Reports Training session no later than 3 weeks into the launch period, to provide a progress review and data coaching.
- Provide additional sessions if required.

After Launch Period commitments have been made your school/organisation will move over to our Ongoing Support period.

Effective implementation and usage of the Lexia software is key to its success, as such we have a dedicated team to provide support and training with every aspect of your purchase.

Over the Ongoing Support Period we will:

- Invite your school to an Annual Review session on the anniversary of your purchase throughout the duration of your license term (typically 3 years).
- Provide ad-hoc sessions (typically 1 hour in duration), if required, for:
 - Data Coaching
 - Review/goal setting
 - Database admin training
 - Refresher training
 - New staff training
 - Lexia paper-based resources training
- Provide unlimited telephone support.
- Offer access to live or recorded webinar training.
- Aim to respond to all business queries within 1 working day.
- Answer telephones without delay in a professional manner.
- Be available during LexiaUK's office hours:
 - During the Academic Year*: Monday - Friday, 8:30am - 4:30pm
 - During August*: Reduced Opening Hours of 9:30am - 3:00pm
 - Office Closed: 1st Monday in August for 5 days (Monday - Friday inclusive)
Christmas Eve to New Years' Eve (inclusive)

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Please Note: To maximise our commitment to customers, LexiaUK operates a staff holiday policy which closely mirrors that of schools, i.e. LexiaUK staff only take holidays during school holiday times, as such, during school holidays we work on reduced staffing numbers which may affect service and response times.

*These hours and dates are based on Gateshead, England Local Authority

Data Privacy:

LexiaUK is committed to complying with data privacy regulations in the territories in which it operates.

For further information please visit <https://www.lexiauk.co.uk/privacy-policy/>

Your Commitment to LexiaUK:

To enable LexiaUK to deliver its commitments to you, an efficient two-way channel is required, therefore we ask you to:

- Nominate a dedicated Lexia Co-ordinator to work with us in ensuring fidelity of implementation.
 - The Lexia Co-ordinator is the main contact between your school/organisation and LexiaUK. This senior leader will be responsible for maintaining our Three Best Practice Goals and reports the progress of your investment to colleagues: see 'Implementation & Support Guide' link below.
- Ensure the Lexia Co-ordinator keeps in regular contact with us and makes every effort to be available for our calls/emails, replying as promptly as possible.
- Inform LexiaUK of any staff changes which may affect your Lexia implementation.
- Keep all school stakeholders informed of Lexia's progress to achieve long-term goals and ensure fidelity of implementation.
- Provide details of IT technical staff who can work with LexiaUK and the software publishers in order to setup Lexia products in the timescales described above.
- Ensure students use Lexia for at least 3 x 20 minute sessions/week and have access to offline/paper-based resources when required.
- Ensure the Lexia Co-ordinator regularly uses data to inform planning and instruction (typically logging in once per week).

Further Information:

- https://www.lexiauk.co.uk/wp-content/uploads/2019/01/IMPS_Guide_0521.pdf
- <https://www.lexiauk.co.uk/terms-conditions>