

## **The Leading Research Proven Literacy Solutions Supplier**

LexiaUK has been dedicated to providing personalised, engaging, effective and relevant literacy solutions for over twenty-five years to schools in the UK and Republic of Ireland. Having partnered with thousands of schools in this time, and backed by robust research, 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. It also highlights some commitments from your organisation to ensure a lasting partnership evolves.

### **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 representative will be assigned a dedicated Educational Software Consultant to ensure your programme 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.

#### **Over the Launch Period we will:**

- Conduct an Initial Consultation with you, identifying needs and goals with senior leaders. A demonstration of the programme will be given if required.
- 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 the software element of the programme is set up correctly and in a timely manner.

- Make contact with your school's assigned representative (Lexia Co-ordinator) to:
  - Deliver training within 3 weeks of agreeing software setup in your school/organisation. Training typically includes 3 'chunked' online training sessions of no more than 1hr 15 minutes in duration per session.
  - 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.
  - Book a Final Review session no later than 4 weeks into the launch period.
- Provide additional online sessions if required.

After Launch Period commitments have been honoured, your school/organisation will move over to our Ongoing Support period. Effective implementation and usage of the Lexia programme is key to its success, as such we have a dedicated team of Implementation & Support Advisers to provide assistance and training on every aspect of your purchase.

### **Over the Ongoing Support Period we will:**

- Invite your school team members to an Annual Implementation Review session on the anniversary of your purchase throughout the duration of your license term (typically 3 years). The session will:
  - Provide advice on implementation rollout and sustainability of the programme (reflecting latest EEF Guidance).
  - Allow time to develop an Implementation Plan (this working document is updated annually at subsequent review sessions).
  - Identify and respond to any training needs.
  - To ensure all stakeholders have visibility of their school's implementation, the updated Plan will be emailed to all Lexia stakeholders within your school.
- Provide ad-hoc sessions (typically 1 hour 15 minutes in duration), if required, for:
  - Review/goal setting.
  - Data Coaching.
  - Evidencing progress.
  - Database admin training.
  - Refresher training for new or experienced staff.
  - Lexia paper-based and classroom 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 (below).

### **Keeping all stakeholders involved:**

It is crucial that at least one senior leader attends the Annual Implementation Review Session, however to keep all stakeholders informed on your investment, we will confirm with the school/organisation if your Annual Implementation Review Session (or any other session offered) is accepted, completed or declined. These sessions are included in the price of the package, and should always be taken advantage of. Wherever possible, and if deemed appropriate, LexiaUK will contact senior members of staff involved in purchasing if it is felt additional support is required to meet implementation goals and maximise value of the investment made.

## **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/>

## **License Renewal:**

To allow you to review progress with Lexia and make plans, approximately 12 months from your active license expiry date, we will notify you that your license will automatically renew as per our terms and conditions (below). Knowing that schools are busy, and the initial reminder may be overlooked, we will send an additional reminder nearer to the time of automatic renewal. Automatic renewal ensures there is no disruption to service, however if you wish to amend your package in any way or cease usage of Lexia, please contact our renewals team prior to your automatic renewal date on 0191 482 1939.

**Note:** Due to operational reasons, we only send automatic renewal notifications to the main school/organisation contact email displayed on your website. We trust this will be forwarded to the relevant member of staff for their attention.

## **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 for training and support. 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.
- Senior Leader(s) and Lexia Co-ordinator attends all Annual Implementation Review sessions.
- Senior Leader(s) and/or Lexia Co-ordinator invites other senior stakeholders e.g. budget holder or MAT literacy lead to attend implementation & support sessions where appropriate or advised.
- 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 30-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

- [LexiaUK Implementation Guide](#)
- [Terms & Conditions](#)
- [EEF Implementation Guidance for Schools](#)

### LexiaUK Office Hours:

- During the Academic Year\*:
  - Monday – Friday, 8:30 a.m. – 4:30 p.m.
- During English School Summer Holidays\*:
  - Reduced Opening Hours of 9:30 a.m. – 3:00 p.m. during August.
- Office Closed:
  - 3<sup>rd</sup> week of the summer holidays for 5 Days (Monday – Friday).
  - Christmas Eve to New Years' Eve (inclusive).

**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.

\*Based on Gateshead, England Local Authority

### Contact LexiaUK



0191 482 1939



[www.lexiauk.co.uk](http://www.lexiauk.co.uk)



[info@lexiauk.co.uk](mailto:info@lexiauk.co.uk)