Customer Support, Implementation & Renewal Framework

The Leading Research-Proven Literacy Solutions Supplier

LexiaUK has been dedicated to providing personalised, engaging, effective and relevant literacy solutions to schools across the UK and Republic of Ireland for more than twenty-five years. Having partnered with thousands of schools during this time, and supported by robust research evidence, we know that strong literacy outcomes are most likely to be achieved when school leaders, teachers and pupils have access to appropriate implementation support and guidance.

This Framework outlines the support services, implementation guidance and renewal arrangements provided by LexiaUK throughout the customer lifecycle, from initial enquiry and onboarding through to ongoing use and renewal.

It also highlights the actions and responsibilities that help schools and organisations maximise the value and impact of their Lexia investment.

The information contained in this Framework is provided as guidance and describes LexiaUK's usual approach to customer support, implementation and renewals. It is not intended to create contractual service commitments or guaranteed service levels unless expressly agreed in writing.

Our Partnership Approach

LexiaUK prides itself on building long-term partnerships with schools and other educational establishments. We provide a high level of personalised, responsive and flexible support, working collaboratively with educators to adapt provision as literacy priorities and pupil needs evolve over time.

The Customer Journey

For customers new to Lexia and during their Initial Period, a dedicated Educational Software Consultant is assigned to support your school or organisation throughout the first three months following activation of your Lexia product licence.

During this period, the consultant provides training, support and tailored guidance designed to support a successful implementation and maximise the effectiveness of the Lexia programme(s).

Activities during this period include:

- Conducting an online consultation with senior leaders to identify literacy priorities, implementation objectives and desired outcomes. A programme demonstration may also be provided.
- Providing training, implementation guidance and best-practice recommendations to support a successful and sustainable Lexia implementation.
- Activating Lexia publisher products, usually within approximately three weeks of quotation acceptance or receipt of a valid purchase order, where applicable.
- Liaising with your IT representative to support timely and accurate setup of the publisher product(s).
- Establishing a primary contact (the Lexia Co-ordinator) within your school or organisation.
- Working with the Lexia Co-ordinator to arrange the Lexia implementation and training programme, typically comprising three 75-minute web-based sessions.
- Delivering the first training session as soon as practical following completion of publisher product setup.
- Maintaining regular communication to support implementation and address queries.
- Providing additional web-based training or support sessions where these would support successful implementation.

Lexia Services

Web-Based Training Package

For new customers entering their Initial Period, LexiaUK delivers a structured web-based training package designed to support a successful launch and long-term implementation of Lexia.

During rollout, schools often begin with a focused group of pupils, allowing staff to build confidence and familiarity with their selected programme(s) before exploring wider deployment opportunities. For the best implementation outcomes, LexiaUK recommends that the three sessions outlined below are completed within approximately eight weeks of activation of the Lexia product licence.

1. Initial Training

Programme overview and benefits; getting started administration; student onboarding; implementation considerations; and Lexia's Three Best Practice Goals.

2. Progress Review

Review of initial rollout with students; Lexia reports and resources training; progress monitoring; teachers' role in providing targeted support; and development of an Implementation Plan.

3. Final Review

Review of student progress; Implementation Plan development; discussion of next steps to maximise programme benefits; and transition to the Lexia Implementation & Support Team.

Additional Complimentary Services

Once the above training programme has been completed, customers in their Initial Period or subsequent Renewal Periods may be offered access to the following discretionary support services, subject to operational requirements and availability.

Annual Implementation Review Session

Senior leaders may be invited to participate in an annual review of their Lexia implementation, usually around the anniversary of purchase.

The session can include:

- Advice on implementation rollout and programme sustainability, reflecting EEF guidance.
- Development and review of the school's Implementation Plan.
- Identification of any further training requirements.
- Ensuring key stakeholders have visibility of implementation progress.
- Circulation of the updated Implementation Plan to nominated Lexia stakeholders.

Additional Support Sessions

Where appropriate, LexiaUK may provide ad hoc complimentary sessions (typically up to 75 minutes in duration), including:

- Review and goal-setting sessions.
- Data coaching.
- Evidencing impact and pupil progress.
- Database administration training.
- Refresher training for new or existing staff.
- Lexia classroom and paper-based resource training.

Customers may also be provided with access to:

- Live or recorded webinar training.
- LexiaUK training and support documentation.
- Telephone support.
- Tier 1 technical support, with Tier 2 and Tier 3 support provided by the publisher where appropriate.

Keeping Stakeholders Informed

To support successful implementation, LexiaUK strongly recommends that at least one senior leader participates in Initial Period training and Annual Implementation Review Sessions.

To help ensure stakeholders remain informed about the progress of their investment, LexiaUK may share information relating to the scheduling, attendance, completion or non-attendance of training and review sessions with appropriate representatives of the school or organisation.

LexiaUK may also contact senior staff involved in the procurement, oversight or implementation of the programme to discuss progress, identify support requirements and help maximise the value and impact of the investment.

Supporting a Successful Implementation

Successful implementation is achieved through effective collaboration and communication between the customer and LexiaUK.

Customers are encouraged to:

- Nominate a dedicated Lexia Co-ordinator.
- Ensure the Lexia Co-ordinator acts as the primary contact for training and support matters.
- Participate in the Initial Period training programme.
- Encourage relevant senior leaders to attend Annual Implementation Review Sessions.
- Invite additional stakeholders, such as budget holders or MAT literacy leads, to participate where appropriate.
- Maintain regular communication with LexiaUK regarding implementation progress and support requirements.
- Inform LexiaUK of staffing or organisational changes that may impact implementation.
- Maintain an up-to-date correspondence email address for renewal communications.
- Maintain an up-to-date contact email address for their Lexia Co-ordinator.
- Keep relevant stakeholders informed of implementation progress and outcomes.
- Provide access to appropriate IT contacts where technical assistance is required.
- Support staff and students in following Lexia's Three Best Practice Goals.

Implementation Note: For the best outcomes, LexiaUK recommends that Initial Period training is completed within approximately eight weeks of licence activation. Annual Implementation Review Sessions are ideally completed within four weeks of the initial invitation.

Response Times for Support Requests and Enquiries

During LexiaUK office hours, we aim to acknowledge or respond to most business enquiries within one working day.

We also aim to answer telephone enquiries promptly and professionally.

Response times can vary depending on enquiry volumes, staff availability, school holiday periods and the nature of the request.

Data Privacy

LexiaUK is committed to complying with applicable data protection and privacy legislation in the territories in which it operates.

For further information, please visit:

https://www.lexiauk.co.uk/privacy-policy/

Renewal Period

To help schools review future plans for their Lexia investment, LexiaUK provides a renewal notification in advance of publisher product expiry dates in accordance with its Terms and Conditions.

Recognising that schools operate within busy environments, LexiaUK also aims to issue an additional reminder closer to the automatic renewal date.

Automatic renewal helps ensure continuity of service. Customers wishing to amend licences or discontinue use of Lexia products should contact the Renewals Team before the applicable automatic renewal date which is 60 days prior to the Lexia programme's expiry date.

Renewal Notification Contact Details

Customers are responsible for ensuring that the correspondence email address used for renewal notifications remains current and monitored.

Renewal notifications are sent to the correspondence email address stated on the original quotation, unless updated by the customer.

LexiaUK recommends the use of a generic, non-person-specific email address to help ensure continuity of communication in the event of staffing changes.

Important Notice

The information contained in this Framework is intended as guidance and describes LexiaUK's usual approach to customer support, implementation and renewals.

This Framework does not form part of any contractual service level agreement and should not be interpreted as creating guaranteed service levels, response times or delivery obligations.

LexiaUK continually reviews and develops its services and reserves the right to adapt, amend or withdraw elements of the support arrangements described in this Framework where appropriate.

Any binding commitments relating to products or services supplied by LexiaUK will be set out separately within the applicable quotation, agreement and Terms & Conditions.

Further Information

- LexiaUK Implementation Guide
- Current Terms & Conditions
- EEF Implementation Guidance for Schools

LexiaUK Office Hours

During the Academic Year*

- Monday to Friday: 8:30am to 4:30pm

During English School Summer Holidays*

- Reduced opening hours of 9:30am to 3:00pm during August

Office Closure Periods

- Third week of the summer holidays (Monday to Friday)
- Christmas Eve to New Year's Eve (inclusive)

Please Note: To help maximise support for customers during term time, LexiaUK operates a holiday policy broadly aligned with school holiday periods. Staffing levels may therefore be reduced during holiday periods, which can affect the availability and timing of some services.

*Based on Gateshead Local Authority term dates.

Contact LexiaUK

0191 482 1939

www.lexiauk.co.uk

info@lexiauk.co.uk

Additional Notes

Trial / Evaluation Period

Some of the services outlined in this Framework may be offered as part of a free evaluation of Lexia products. Where this occurs, LexiaUK may provide implementation and support services to assist a school or organisation in evaluating the suitability of the programme and making an informed purchasing decision.

Where services have already been provided during an evaluation period, equivalent activities may not need to be repeated following purchase.

Timescales

The timescales and support activities described in this Framework reflect LexiaUK's usual approach to implementation and customer support. Actual timing and delivery may vary according to customer requirements, school availability and operational circumstances.