



Service Level Agreement (SLA)

For Training Services Provided by Lean Icon Technology and Training Ltd

1. Purpose

This SLA defines the service standards, responsibilities, and support structure Lean Icon Technology will provide to its customers enrolled in our training programs. It ensures consistent, high-quality learner experience for all our customers across all target markets.

2. Scope of Services

Covered services include:

- Virtual and in-person training sessions
- Learner onboarding and pre-course communication
- Access to learning materials via LMS
- Post-course support and exam guidance
- Customer service and issue resolution

3. Service Availability

Service Area	Availability
Customer Support (Email)	Monday–Friday, 08:30–18:00 (GMT)
Live Chat / Phone Support	Monday–Friday, 09:00–17:00 (GMT)
LMS Platform	24/7 Access
Virtual Training Sessions	Scheduled with 72+ hours' notice
In-Person Sessions	Scheduled monthly or by request



4. Response Times

Request Type	Response Time
General Enquiries	Within 1 business day
Technical Support	Within 4 business hours
Course Booking Confirmations	Within 1 business day
Complaint Acknowledgment	Within 1 business day
Complaint Resolution	Within 3–5 business days

5. Learner Commitments

Lean Icon will provide:

- Pre-course briefing within 3 working days of training start
- Digital course materials at least 48 hours before training
- Exam registration within 2 business days post-course (if applicable)
- Access to recordings (for virtual sessions) for up to 30 days post-session
- Follow-up survey and certificate (if applicable) within 5 business days

6. Performance Metrics

We aim to meet the following performance KPIs:

- **Course Completion Rate:** $\geq 95\%$
- **Learner Satisfaction Score:** $\geq 90\%$
- **Support Ticket Resolution within SLA:** $\geq 98\%$
- **Exam Pass Rate (first attempt):** $\geq 85\%$ (BCS average benchmark)



7. Escalation Process

If an issue is not resolved within the specified SLA timeframe:

1. **Step 1:** Contact Customer Services (info@leanicontechnology.com)
2. **Step 2:** Escalate to Training Manager (within 1 business day)
3. **Step 3:** Escalate to Operations Director (within 2 business days)
4. **Step 4:** Formal complaint procedure and resolution plan

8. SLA Review and Amendments

This SLA will be reviewed bi-annually or as part of contract updates with BCS or client feedback. Amendments will be communicated at least 30 days in advance.

9. Contact Information

- **General Enquiries:** info@leanicontechnology.com
- **Support Services:** info@leanicontechnology.com
- **Emergency Escalation:** +44 7957432559 (UK) / +233 57 629 000 (Ghana)

Revised: January 2024