

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

**Revised: January 2024**