



Institute of IT Training

CODE OF PRACTICE FOR LEARNING FACILITIES

A guidance document for providers of Learning Facilities





Institute of IT Training

Code of Practice for Learning Facilities

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Code of Practice for Learning Facilities Providers

This Code of Practice provides the basis for the Institute of IT Training's Learning Facilities Accreditation Programme through which the Institute will maintain and monitor a register of approved learning facilities. Organisations which undertake to abide by the terms of this Code of Practice and can demonstrate that they do so are eligible to be accredited by the Institute.

Definitions

In this code of practice:

■ A 'Learning Facility' is an entity that exists with the purpose of providing training rooms, facilities and associated services to those wishing to deliver learning and development interventions. An External Learning Facility typically provides training rooms, facilities and associated services to other organisations under terms of payment – and Service Level Agreements. An Internal Learning Facility provides training rooms, facilities and associated services to staff members within the same organisation and may work under the remit of Internal Service Level Agreements or staff charter.

■ 'Client' means any person or organisation that enters into a contract with a Learning Facility for the provision of support services. In the case of an Internal Learning Facility 'client' implies any member of staff who has an entitlement to the services of the Internal Learning Facility by virtue of their terms of employment.

■ The term 'Staff' covers all those working within the Learning Facility in the capacity of providing 'front of office', 'back-office', 'call handling' and other support to clients on behalf of the Learning Facility. Staff may also be known as Call Handlers, Receptionists, Duty Managers, Supervisors, Support Specialists etc.

■ 'The Accredited Organisation' means any enterprise, institution or organisation accredited by the IITT as an Accredited Learning Facility under the terms of this programme.

Publicity and promotion

■ In promotional literature, advertisements and other form of promotion, the Accredited Organisation shall express itself clearly and without ambiguity so that clients may know exactly what is being offered and what they are to entitled to expect from the services being offered.

■ The Accredited Organisation shall not give false or misleading indications, whether by words, illustrations or other means, in relation to the service which is to be provided to the client, neither shall it make any statement which cannot be substantiated.

■ The Accredited Organisation shall not publish or display any

advertisement, which may be confused with any other organisation.

- Fictitious testimonials shall not be used, neither shall testimonials from other parties with interests in the business of the Accredited Organisation without declaring this interest within the testimonial.
- The Accredited Organisation will make all of its clients and prospective clients aware of its Accredited status and hence its conformance to the IITT's Code of Practice, usually by including such reference within promotional materials. However, such references are only permitted for the duration of the Accreditation and must be in a form approved by the IITT.

Service Level Agreements

Prior to a client contracting for the provision of training rooms, facilities and associated services, the Accredited Organisation shall make information available on:

- the scope of the facilities available in terms of rooms, services and technologies.
- the level of service to be provided to the client in terms of complexity and technological competence in whatever form will provide a meaningful and unambiguous definition to the client.
- the level of service to be provided to the client in terms of facilities, services, hours, response times, calibre of staff, etc.
- Any constraints or exclusions which may affect the service provision (e.g. when confirmation must be made of numbers, catering requirements, equipment, power supply etc.).

Staff competencies

- The Accredited Organisation will ensure that Staff possess the necessary skills and expertise to adequately deliver the level of service as implied or stated within any undertaking with its clients.
- The Accredited Organisation will ensure that Staff are fully aware of their responsibilities at any escalation level and are provided with all facilities and support to secure their effectiveness in meeting these responsibilities.

Internal controls

The Accredited Organisation shall ensure that:

- Staff possess the necessary technical skills and product/service awareness to provide the level of support implied through their specific job responsibilities.
- Staff are participating in a recognised Continuous Professional

Development (CPD) scheme as administered by an appropriate external professional body or formally defined internal procedure.

- Resource levels are sufficient to provide a timely escalation of a call or issue, when, in the opinion of the Staff, escalation is an appropriate action.
- Staff are provided with a work situation that is conducive to effective conduct of their responsibilities.
- Staff are fully aware of the training and personal development options that are available to them.

External controls

- The Accredited Organisation shall make available such statistical, documentary and other information that the IITT may reasonably require to be assured that the Code of Practice is being observed.
- The Accredited Organisation will co-operate with scheduled IITT monitoring visits and will facilitate access to Learning Facilities by IITT assessors and/or verifiers.
- The Accredited Organisation is aware that IITT assessors and/or verifiers may use unannounced and fictitious role play as a method of sampling the call handling and coaching skills within the Learning Facility. The Institute will be provided with necessary telephone numbers, security codes, etc., to facilitate this activity.

The Institute of IT Training Complaints procedure

A statement of the procedures for making and responding to complaints shall routinely be made available by providers to clients with whom they have contracted.

Providers shall respond to client complaints in a prompt and courteous manner.

Should the provider not satisfy the complaint to the satisfaction of the client, the provider will advise the client of the right to notify the IITT of the outstanding complaint. A form, together with a Complaints Procedure form, available from the IITT, shall be supplied by the provider.

Complaints by clients shall then be made direct to the IITT and must generally be made within 30 days of the provider having given an initial response to the complaint.

If the IITT is satisfied that a complaint against a provider is justified, the provider shall be bound by the IITT's decision on the matter.

The Institute's complaints procedure

This procedure is administered in conjunction with the IITT Code of Practice

for Training Providers. It provides a mechanism for making, receiving and examining complaints by clients against providers in respect of any matter covered by the Code of Practice.

Complaints committee

- The executive of the IITT shall establish a three-person committee which will manage the detailed operation of this procedure.
- The CPD director of the IITT shall be the Chairman of the Committee and the Membership Secretary of the IITT shall be its Secretary. The third member will be a current member of the council.

Notification of complaints

- The secretary shall take such steps as are necessary to clarify and define the complaint, at the same time ensuring that the complainant has fully taken up the matter with the training provider before invoking the IITT Complaints Procedure.
- The secretary shall refer the complaint to the provider who shall be required to make written response within fourteen working days setting out a detailed explanation.
- The secretary shall refer the response made by the provider to the client. If the client is not satisfied with the provider's response, the secretary will refer the matter to the Complaints Committee.
- The Complaints Committee shall consider the complaint within fourteen working days, requesting further information if required, and shall notify the client and the provider of its findings.
- Either party may, within 30 days of being notified of the findings of the Complaints Committee, appeal to the Board of Directors of the IITT.
- The secretary shall keep the Chief Executive of the IITT informed of all complaints received and actions taken on such complaints and shall also keep the parties involved in a complaint informed at all stages.

Appeals procedure

- The secretary shall submit to the Chief Executive of the IITT all appeals together with all relevant material considered by the Complaints Committee.
- The Board of Directors of the IITT will consider the appeal and will advise the parties of its decision within fourteen working days. The decision of the Board will be final.

Further Information

For further information, please contact the Standards Secretary on 0845 006 8858 or email standards@iitt.org.uk