



Text & Teach Systems Limited

Providers of Specialised Educational IT Solutions

ONE STOP SHOP SUPPLIERS' SERVICE LEVEL AGREEMENT

1 Introduction:

This One Stop Shop Service Level Agreement is intended to apply to equipment supplied under the Disabled Students' Allowance (DSA) that is managed by Funding Bodies (including Local Authorities and the Open University) that are funded by the Department for Education and Skills (DfES).

In this document "One Stop Shop Supplier" means a supplier of complete computer systems, software and peripherals:

- who has registered as a "One Stop Shop" under the Disabled Students' Allowance Quality Assurance Framework, and
- who has agreed to observe this One Stop Shop Service Level Agreement.

All One Stop Shop Suppliers on the Disabled Students' Allowances (DSA) Service Level Agreement are expected to demonstrate good service practice in four particular areas as follows:

1.1 A focus on Students:

- a. awareness of the differing needs of disabled students;
- b. awareness of the range of enabling technology required to address those needs;
- c. awareness of the need for clear documentation and making documentation available in multiple and accessible formats;
- d. an ability and track record of contributing to ensure students have access to the widest range of products;
- e. a thorough knowledge and understanding of the compatibility of Assistive Technologies;
- f. a commitment to staff development in the area of disability and new technologies;
- g. knowledge of the DDA and how it may impact on suppliers as goods and service providers; and
- h. an ability to deal sensitively with complaints from students.

1.2 A focus on Education/Assessment Centres:

- a. an ability to offer a one-stop solution with respect to enabling technology;
- b. ability to offer a range of systems for disabled students; and
- c. an ability to offer relevant and up-to-date technical advice.

1.3 A focus on Funding Bodies:

- a. an ability to supply equipment on behalf of Funding Bodies within the timeframe specified in this document;
- b. an ability to provide independent advice on any changes to recommended equipment whether to meet the student's wishes or otherwise; and
- c. an ability to deal sensitively with any complaints.

1.4 Independence:

- a. impartiality from Assessment Centres and any other vested interests.



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2 The Range of Application:

Any equipment supplied under the DSA scheme is for the purpose defined during the assessment, and is to support the student's study needs arising from their condition or impairment.

3 One-stop solution for all system-related items:

The One Stop Shop Supplier, as far as reasonably possible, will be responsible for sourcing all items of equipment specified under the DSA (not necessarily including items such as furniture), will bring these together in a compatible system and deliver same to the student. Thereafter, the supplier will take responsibility for the performance of all items in accordance with its normal guarantee arrangements. The One Stop Shop Supplier will collaborate with Associate Specialist Suppliers where this is helpful to the student and where it is reasonably possible.

4 Permissible Variations:

- The system supplied must be specified by the assessors and agreed by the funding body.
- All variations made to the equipment specified must not compromise the original intent.
- The student may upgrade the equipment supplied, at their own expense, within the options made available to them by the supplier.
- The One Stop Shop Supplier can only offer alternative products that have the same or a better level of warranty coverage.
- It is the responsibility of the One stop Shop Supplier to ensure that the suggested alternative product will not compromise the original intent if they have agreed to the upgrade without reference back to the student's assessor.
- If the One Stop Shop Supplier suspects the alternative product may jeopardise the system's reliability or original purpose the matter should be referred back to the assessor for a final decision, and the Funding Body informed.
- One Stop Shop Suppliers should ensure that students are aware that they must discuss any variations before or within 48 hours of the One Stop Shop Supplier confirming the order to the student, to minimise delay and extra work.
- Given the rate at which IT products are revised or updated, with older versions rapidly becoming unavailable, the One Stop Shop Supplier will liaise with component manufacturers, on a regular basis, to supply items equivalent to those specified by the assessment to suit the student's direct need.
- The One Stop Shop Supplier retains the right to vary the system specification where this does not change the system's functionality reflected in the assessment.
- Significant changes and cost differences should be referred to the funding body. Where more than 30 working days have elapsed since the quote was given, the One Stop Shop Supplier should supply the equipment at the current prices, rather than those quoted in the assessment. When the One Stop Shop Supplier has supplied and set up the equipment they should provide evidence of this, confirmed by the student, to the Funding Body together with the invoice where requested.



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5 Procedures for dealing with the pre-delivery process:

On receipt of the order, the student will be sent confirmation of the order in a format that is accessible to them, such as email if appropriate, within three working days.

This will contain;

- reference details to allow students to enquire as to the progress of their order;
- details of provisional delivery arrangements;
- student responsibilities, such as alterations to the order, the requirement to have appropriate insurance and the requirement to ensure the One Stop Shop Supplier is informed of changes of personal details; and
- confirm the delivery address and method of payment.

One Stop Shop Suppliers should have the facility to accept provisional orders which will not be despatched until the funding body has confirmed that payment will be made. Delays may occur through circumstances beyond the One Stop Shop Supplier's control (Fuel Shortage Crisis, Sub-Contractors Industrial Problems, non availability of items etc). In these circumstances alternative arrangements will be sought, but the One Stop Shop Supplier will keep the student informed of progress. Where the delay is expected to be more than 28 days the One Stop Shop Supplier will notify the student and suggest alternatives for discussion with assessor and Funding Body. In cases where payment is being made directly by the funding body the system should normally be ready so that delivery including on site set up can be completed within 14 working days of receipt of the order.

One Stop Shop Suppliers should publish the timescales associated with the different aspects or stages of their delivery from the time the order has been received. These timescales may be adversely affected by any of the following variations in the above process:

- Students who wish to have additions/alterations to the specification;
- Students who delay completing essential documentation, e.g. VAT exemption forms or delivery details.

6 Provision of initial set-up and configuration:

One Stop Shop Suppliers should offer an appropriate basic set-up service. This will comprise:

- checking the correct equipment including any Assistive Technology has been delivered,
- Unpacking it, setting it up and
- an introduction to using the computer (to check peripheral operation and show how to start and close down). This will normally be about one hour maximum and doesn't cover training.

This will be done within 14 working days of order confirmation subject to the availability of the student.

If further training is required, this will be delivered under a separately costed arrangement and in collaboration with any alternative IT training which may be available via the Assessment Centre or the student's university.



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7 Course-Long Warranties/Maintenance:

In addition to the first 12 months standard manufacturer's warranty, in line with the Sale of Goods Act, the One Stop Shop Supplier should offer a comprehensive computer and peripheral warranty for the duration of the course. Warranties are subject to a 4 year maximum. The One Stop Shop Supplier is primarily responsible for the operation of the warranty i.e. students will normally only be referred to third parties to arrange pick-up and delivery.

The warranty will include on-site and return to base repair. Equipment not collected directly by the One Stop Shop Supplier must be transported by a recognised national carrier and be fully insured. After repair the equipment will be returned to the student. Where appropriate, re-installation will be provided.

The student should be provided with a warranty document. The document will have details of the equipment covered, the level of the cover, the start and finishing date of the warranty. In addition this document should contain instructions to the user with regard to what to do if the equipment is faulty. The document should be written in a clear and concise manner, and be available in multiple formats. If the student extends their course there should be an option to apply for an additional warranty to cover this period at a reasonable cost.

8 Dealing with Equipment Breakdowns:

The One Stop Shop Supplier should be able to offer a phone Help Desk, free to the student with dedicated staff dealing with enquiries at least between 9-5 Monday to Friday.

Any support available outside these hours should be publicised. If calls are not freephone the supplier will phone students back before they incur significant costs. The Help Desk will be primarily for hardware support with comprehensive software support for the specified items of software (within the constraints of software licences).

The One Stop Shop Supplier's Help Desk support will endeavour to resolve problems and the engineers will decide if hardware can be repaired on site or, where this is impossible, request that the system be returned to them. The collection will be arranged by the One Stop Shop Supplier within 3 working days with due consideration given to the convenience of the student. The cost of the collection and return of the equipment will be included in the warranty cost.

The One Stop Shop Supplier will provide sufficient facilities to carry out repairs to their equipment on site or, should the occasion arise, return to base with a turn round facility of five working days in most circumstances.

As soon as it appears likely that the computer will be away for more than 7 working days, the One Stop Shop Supplier will offer a loan machine. The One Stop Shop Supplier will ensure that the loan machine runs substantially all the software that was initially supplied with the equipment, and install this. The One Stop Shop Supplier will use reasonable endeavours to recover data from the hard disk.

The One Stop Shop Supplier is only obliged to cover the cost of warranty repairs. Should an item have a fault not covered by the warranty (such as accidental damage) the One Stop Shop Supplier has no financial liability. Unless the supplier provides course-long insurance, they should ensure that students are aware that it is the students' responsibility to adequately insure their equipment by stating this in their warranty document. In all appropriate situations the supplier must provide, free of charge, a fault report for the student to use in any claim they make.



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9 Course-long support:

For the duration of the course the One Stop Shop Supplier will support the student's IT needs for the relevant equipment supplied by them. After four years the One Stop Shop Supplier may charge extra, as agreed with the Funding Body. However should the student terminate the course of their own volition, or be asked to leave prior to the end of the course, the One Stop Shop Supplier will be notified if possible and the One Stop Shop Supplier will then only have the normal liabilities to a consumer rather than those which are specific to the DSA-SLA. The student must be notified if their support has ceased before the original end date.

10 Complaints:

All One Stop Shop Suppliers will have a complaints procedure. This procedure will be made available in alternative formats (as appropriate/needed). This should outline timescales for response.

All complaints will be handled in a professional, non-confrontational manner and in accordance with their procedures. Depending on the nature of the complaint, in the event of an impasse being reached between the One Stop Shop Supplier and the student concerned the matter may be referred back to the Disability Officer or Assessor or their Assessment Centre. If that fails to resolve the problem then, and only then, will the matter be referred to the funding body, who in consultation with other stakeholders, will make the final decision.

11 Data Protection:

One Stop Shop Suppliers will maintain client records containing only sufficient relevant information to ensure that they can access the data needed to meet their liabilities relating to the support of the student. This information should include contact details, warranty dates and any history relating to technical support. It should also detail complaints made by any stakeholder about the support offered by the supplier, and the resolution thereof.

Student data must not be transferred or sold to third parties for marketing purposes. One Stop Shop Suppliers will give the student the opportunity to opt out of any marketing communication system.

All data held must be in compliance with the Data Protection Act.

12 Price:

One Stop Shop Suppliers will charge competitive prices that reflect both general market prices and the specific levels of support and provision covered by this service level agreement. All DSA One Stop Shop SLA Suppliers must publish prices on their website.

13 Internet Provision:

The Internet Service Provider (ISP), and not the computer One Stop Shop Supplier is responsible for supporting the student's Internet service. The computer One Stop Shop Supplier will also not be responsible for any interference or damage caused by loading other ISP CD information on to the machine.



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14 Accounting standards:

The computer One Stop Shop Supplier will make a proper accounting provision for the cost of support in the years after delivery. The One Stop Shop Supplier will, on request from the SLA auditors, ask their financial auditors (or accountants if the supplier does not have a formal audit) to provide a letter confirming that such provision has been made, and that the company is in reasonably sound financial health. A suggested format for such a letter is in Appendix A.

15 Web Site:

The One Stop Shop Supplier will maintain a website or web pages for the benefit of DSA stakeholders. This will at least:

- contain a current price list of the more common items of Assistive Technology as used on equipment quotes;
- be formatted in a usable and accessible manner, conforming to the requirements of the W3C Web Accessibility Initiative (<http://www.w3.org/WAI/>) Content Accessibility Guidelines;

16 Customer Feedback:

One Stop Shop Suppliers will give all students feedback forms using at least the questions on the two sample forms at Appendix B and C. These are for use by the DSA-SLA auditors as well as their own use and will be in other languages (e.g. Welsh) and other formats (e.g. electronic text, Braille etc) on reasonable request. One Stop Shop Suppliers are encouraged to give the opportunity for feedback to other stakeholders (Assessors, Funding Bodies, Disability Officers.)

17 Other Policies:

One Stop Shop Suppliers must also have policies:

- To seek CRB clearance for employed staff who may be in one to one contact with students;
- For lone workers;
- For Equal Opportunities.



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Order & Delivery Service Questionnaire

We are constantly reviewing the service and support we offer to our Students and as part of this process we would appreciate it if you could complete and return this questionnaire. This document is available in multiple formats - e.g. Electronic, Braille etc.

<p>How did you hear that you would be receiving equipment to support your studies?</p>	<p>I contacted my Funding Body (e.g. Local Authority) <input type="checkbox"/></p> <p>My Funding Body contacted me <input type="checkbox"/></p> <p>Text & Teach advised me by telephone <input type="checkbox"/></p> <p>Text & Teach advised me by letter <input type="checkbox"/></p>
<p>Having heard that you were going to receive your equipment, how long did it take Text & Teach to contact you?</p>	<p>Less than 3 Working Days <input type="checkbox"/></p> <p>4 - 7 Working Days <input type="checkbox"/></p> <p>8 - 14 working days <input type="checkbox"/></p> <p>More than 2 Weeks <input type="checkbox"/></p>
<p>If you spoke to Text & Teach on the telephone, how long did you have to wait until you spoke to a member of the team who could help you?</p>	<p>It was immediate <input type="checkbox"/></p> <p>3 - 5 Minutes <input type="checkbox"/></p> <p>5-10 Minutes <input type="checkbox"/></p> <p>If more than 10 minutes, please specify</p>
<p>How would you rate the people answering the calls?</p> <p>How did they answer your questions/ explain things?</p>	<p>Very Helpful <input type="checkbox"/></p> <p>OK <input type="checkbox"/></p> <p>Unhelpful <input type="checkbox"/></p> <p>Very Clearly <input type="checkbox"/></p> <p>Mostly OK <input type="checkbox"/></p> <p>They didn't explain <input type="checkbox"/></p>
<p>How quickly did you get your Order Confirmation letter?</p> <p>Did you find your Order Confirmation letter helpful?</p>	<p>Quickly <input type="checkbox"/></p> <p>Late <input type="checkbox"/></p> <p>Not At All <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If no, please specify</p>
<p>How long after receipt of your Order Confirmation did delivery take place?</p>	<p>2 Weeks <input type="checkbox"/> 3 Weeks <input type="checkbox"/> 4 Weeks <input type="checkbox"/></p> <p>If longer, please specify</p>
<p>How long after delivery before an Engineer came to see you?</p>	<p>Same Day <input type="checkbox"/></p> <p>2 - 5 Working Days <input type="checkbox"/></p> <p>6 - 10 Working Days <input type="checkbox"/></p> <p>If longer, please specify</p>



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Was the Engineer?	On Time <input type="checkbox"/> Late But Told Me <input type="checkbox"/> Late <input type="checkbox"/> Friendly/Helpful <input type="checkbox"/> OK <input type="checkbox"/> Or, feel free to use your own words
When installing the equipment did the Engineer show that the equipment worked properly?	PC/Laptop Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Printer Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Scanner Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Audio Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Any specialist equipment Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Did the Engineer allow you to ask questions?	Lots <input type="checkbox"/> Some <input type="checkbox"/> None <input type="checkbox"/>
Did the Engineer explain in a way that made sense?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did the Engineer go through the Delivery Note?	Yes <input type="checkbox"/> No <input type="checkbox"/>

If you have experienced any problems, or weren't happy with our service, we would like to take this opportunity to apologise.

If you would like us to contact you to find out more please complete the following:

Name: Date:

Please contact me via phone/fax/Minicom on

Thank you for your time.

Please return this form to:

Text & Teach Systems Limited,
Unit E1, West End Mills,
Leopold Street,
Long Eaton,
Nottingham,
NG10 4QD.



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Technical Support Service Questionnaire

We are constantly reviewing the service and support we offer to our Students and as part of this process we would appreciate it if you could complete and return this questionnaire. This document is available in multiple formats - e.g. Electronic, Braille etc.

<p>Have you experienced any technical problems with the equipment Text & Teach supplied to you under your DSA?</p>	<p style="text-align: right;">Yes <input type="checkbox"/></p> <p style="text-align: right;">No <input type="checkbox"/></p> <p style="text-align: right;">If No, please skip to end</p>
<p>When you contacted Text & Teach, how long did you have to wait before talking to a Technical Support Representative?</p>	<p style="text-align: right;">It was immediate <input type="checkbox"/></p> <p style="text-align: right;">3 - 5 Minutes <input type="checkbox"/></p> <p style="text-align: right;">5 - 10 Minutes <input type="checkbox"/></p> <p style="text-align: right;">More than 10 Minutes <input type="checkbox"/></p>
<p>When you received technical support, were the instructions easy to understand?</p>	<p style="text-align: right;">Yes <input type="checkbox"/></p> <p style="text-align: right;">No <input type="checkbox"/></p>
<p>Did you feel that your personal computer skills were sufficient to deal with receiving technical support over the phone?</p>	<p style="text-align: right;">Yes <input type="checkbox"/></p> <p style="text-align: right;">No <input type="checkbox"/></p>
<p>Was the problem resolved?</p>	<p>On the phone Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>On Site Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Or, was the unit returned for repair Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>When did an Engineer visit you on site?</p>	<p style="text-align: right;">N/A <input type="checkbox"/></p> <p style="text-align: right;">Same/Next Day <input type="checkbox"/></p> <p style="text-align: right;">3 - 5 Working Days <input type="checkbox"/></p> <p style="text-align: right;">6 - 10 Working Days <input type="checkbox"/></p> <p>If longer, please specify</p>
<p>If your equipment was returned to Text & Teach for repair, how do you rate the collection/ re-delivery service?</p>	<p style="text-align: right;">Very Good <input type="checkbox"/></p> <p style="text-align: right;">Good <input type="checkbox"/></p> <p style="text-align: right;">Average <input type="checkbox"/></p> <p style="text-align: right;">Poor <input type="checkbox"/></p> <p style="text-align: right;">Very Poor <input type="checkbox"/></p> <p>If the service was poor, please tell us why</p>



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Technical Support Service Questionnaire

How long did you have to wait for the repair of your equipment?	Within 2 Days <input type="checkbox"/> 3 - 5 Working Days <input type="checkbox"/> 6 - 10 Working Days <input type="checkbox"/> If longer, please specify
If the repair took longer than seven working days, were you offered loan equipment?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were you kept fully up-to-date with progress on the repair of your equipment?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How would you rate the quality of our repair service?	Very Good <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor <input type="checkbox"/> Very Poor <input type="checkbox"/>
How would you rate your overall satisfaction?	High <input type="checkbox"/> Average <input type="checkbox"/> Poor <input type="checkbox"/>
If you felt the service was poor, what would you have liked Text & Teach to have done to help you?	Please specify <input type="checkbox"/> N/A <input type="checkbox"/>

If you have experienced any problems, or weren't happy with our service, we would like to take this opportunity to apologise.

If you would like us to contact you to find out more please complete the following:

Name: Date:

Please contact me via phone/fax/Minicom on

Thank you for your time.

Please return this form to:

Text & Teach Systems Limited,
Unit E1, West End Mills,
Leopold Street,
Long Eaton,
Nottingham,
NG10 4QD.