

Service Level & Support Policy

Version 1.0 — 01 May 2026

Learner-Friendly Summary

SBK Teaching Standards provides flexible online support to help learners access courses, complete assessments, and resolve issues. Support is available through email, Moodle messaging, and Facebook message. We aim to respond within 2–3 days (often faster). This policy explains what support we provide, what learners are responsible for, and how issues are escalated.

1. Purpose

This policy sets out the service levels, support arrangements, and responsibilities for learners enrolled on SBK Teaching Standards courses. It ensures:

- Clear expectations for support response times
- Transparency about what support is available
- Defined escalation routes
- Consistency with safeguarding, Prevent, and data-protection requirements

2. Scope

This policy applies to:

- All learners enrolled on SBK Teaching Standards courses
- All communication channels used for support
- All technical, administrative, and learning-related support requests

It does **not** cover complaints, which follow the **Complaints Policy**.

3. Support Channels

Learners can access support through:

- **Email:** SBK-teaching-standards@outlook.com
- **Moodle messaging**
- **Facebook message**

There is **no phone support** and **no live chat**.

4. Support Hours

SBK Teaching Standards operates on a **flexible-hours model**, with responses provided:

- **Within 2–3 days** (often faster)

Support may be slower during periods of annual leave. Learners will be notified **in advance** of any planned holiday periods where support availability is reduced.

5. Response Times

5.1 Standard Enquiries

- Response within **2 days**
- Applies to general questions, access issues, and course information

5.2 Complaints

As per the Complaints Policy:

- Acknowledgement within **72 hours**
- Full response within **10 working days**

6. Types of Support Provided

SBK Teaching Standards provides support for:

- Moodle login issues
- Accessing course materials
- Assessment upload issues
- CPD log queries
- Registration support
- Special conditions and access arrangement applications
- Applications for courses and resits

- Website information and navigation
- Basic guidance on browser or device compatibility

Support does **not** include:

- Remote desktop access
- Personal device repair
- Troubleshooting unrelated software
- Guaranteeing compatibility with all devices

7. Service Availability

SBK Teaching Standards commits to:

- **99% availability** of its website (Framer-hosted)
- Communicating **planned maintenance** in advance
- Communicating **unplanned outages** as soon as possible

Moodle Cloud and Website availability is **outside the control** of SBK Teaching Standards.

8. Learner Responsibilities

Learners are responsible for:

- Maintaining their own device and internet connection
- Keeping login details secure
- Using supported browsers and up-to-date software
- Reporting issues promptly
- Following the Online Safety & Learner Conduct Policy
- Ensuring assessments are submitted **using the correct file type** and **submitted promptly**

9. Limitations of Support

The following limitations apply:

- **No phone support**
- **No live chat**
- **No remote desktop support**
- **No support for personal device repair**
- **No guarantee of compatibility with all devices**
- **Limited support during my holiday periods**, with notice provided in advance

10. Escalation Routes

Depending on the nature of the issue, escalation routes include:

- **Technical issues:** escalated internally if unresolved
- **Complaints:** follow the Complaints Policy
- **Safeguarding concerns:** escalated to the Safeguarding Lead
- **Prevent concerns:** escalated to the Prevent Lead and, if required, the appropriate Prevent authority

11. Linked Policies

This policy should be read alongside:

- Complaints Policy
- Online Safety & Learner Conduct Policy
- Data Protection & Information Security Policy
- Terms & Conditions
- Safeguarding Policy
- Prevent Duty Statement

12. Review Cycle

This policy is reviewed:

- **Annually,** or
- When services, systems, or support processes change