Service Standards

Mission statement here

Reference	Service Standard	Evidence/source/evaluation
CiP ref	To provide a professional, helpful and efficient service for staff & students and respond quickly and effectively to changing needs of users including the parent institution	Learner voice surveys, staff survey, 'You said, we did', mystery shop, customer journey mapping, Learning Walks, Critical Friend, lesson observations, dept Plan
CiP ref	Appointment of staff with appropriate skills & qualifications for the needs of the role, service & College	CVs, HR record, qualifications on entry, CPD, INSET
CiP ref	Staff should be able to: ● access ongoing CPD ● be actively involved in educational and professional change	HR logs, Team meeting minutes, Digital Learning Strategy, mins of meetings, membership of professional organisations/committees
CiP ref	Each team member to act as a subject liaison to an allocated dept to facilitate teaching & learning, and edtech developments	Digital Learning Strategy, Team meeting minutes, mins of meetings, session delivery, dept meetings and minutes
CiP ref	Employ a variety of quality measures to; ● ensure consistently outstanding customer service & satisfaction ● ensuring the service provides value for money ● meets user needs	Learner voice surveys, staff survey, 'You said, we did', mystery shop, customer journey mapping, Learning Walks, Critical Friend, lesson observations , monthly finance reports, Access database, budget figures, Group meetings/minutes, membership of committees, LMS statistics
CiP ref	All team members to be fully aware of their obligations to and trained in : ● GDPR and copyright legislation ● Safeguarding ● H & S ● Prevent ● WRAP ● college core values	HR logs, INSET, team meeting mins
CiP ref	Ensure an accurate bibliographic database with easy and efficient access	Heritage records & statistics

Reference	Service Standard	Evidence/source/evaluation
CiP ref	Provide & promote access to a wide range of high quality resources in a variety of formats/media, in and out of college	Statistics, Heritage Stats, offsite logins, opening hours, local/national benchmarks, Learner Voice, Learner voice surveys, staff survey, 'You said, we did', mystery shop, customer journey mapping, Learning Walks, Critical Friend, dept plan, social media plan, E & D calendar, Scheme of Work, team meeting minutes
CiP ref	All staff and students should; ● be members of The Library ● receive an induction ● receive an ongoing programme of digital literacy skills/user education	Statistics, Heritage Stats, HR records, team meeting minutes, College meeting mins, Digital Learning Strategy, mins of group meetings, dept meetings and minutes, lesson observations, Oxbridge sessions
CiP ref	Support the literacy and numeracy policies of the college	Range of resources available, College literacy & numeracy strategies, dept plan, mins of meetings, Schemes of Work, E & D calendar
CiP ref	Provide a safe, inviting and high quality learning environment over a variety of spaces, with suitable opening hours to meet the needs of the College	Learner voice surveys, staff survey, 'You said, we did', mystery shop, customer journey mapping, Learning Walks, Critical Friend, team meeting mins