



Learning Resource Network

14.03.2019

NEWSLETTER (MARCH 2019)

We are proud to announce that LRN has achieved Customer Service Excellence Award. It's a prestigious award from the cabinet's office. LRN is the first Awarding Organisation in the world to have been awarded CSE.

CSE is the gold standard award for customer service delivery, recognising that a public or private sector organisation delivers services which are efficient, effective, and place customers at the heart of the service provision.



LRN was assessed against specific criteria, including a range of policies, procedures and processes. The assessor corroborated a number of processes with our customers and spoke with staff in different roles. The assessor report concluded:

"LRN demonstrated a clear willingness to cater effectively to its international customers and this was verified by way of conversation with a selection of customers based in Italy, Greece, Malaysia, Saudi Arabia and Pakistan who made very positive comments on the quality of service delivery and were clearly Customers who felt engaged, consulted and valued."


LRN's CEO, said:

"LRN is extremely proud to be recognised as the first Awarding Organisation to achieve the Customer Service Excellence Standard. This is a testament to LRN's commitment to meeting the needs of its customers through a professional, attentive and customer centric attitude to delivery".

**LRN HAS
SUCCESSFULLY
COMPLETED
THEIR ISO
14001 STAGE 2
ASSESSMENT**

**WELL DONE
TEAM!!**

***ISO14001 IS
THE
ENVIRONMENTAL
MANAGEMENT
STANDARD
FOR
DEMONSTRATING A
COMMITMENT
TO REDUCING
ENVIRONMENTAL
IMPACTS.**



We are pleased to welcome on board and introduce two new members of staff that have joined our team at LRN:

Vickie and Jas

LRN's CEO visited its centres in China in order to carry out training and meet the team. A number of assessment operations were sampled during the visit.



SPECIAL POINTS OF INTEREST:

- LRN has achieved the prestigious CSE award (awarded by the Cabinet Office)
- LRN has carried out a series of audits in Greece, Malaysia, Pakistan and China
- LRN is sponsoring the European Association for Language Testing and Assessment (EALTA) conference (from 31st May to 2nd June).
- LRN is participating in the International Association of Teachers of English as a Foreign Language (IATEFL) exhibition in Liverpool (from 2nd to 4th April 2019)

FURTHER RECOGNITION:

1. LRN is now being recognised by further universities e.g.

Royal Holloway University

University of Sussex

These recognise level-3 Pre U foundation qualifications

2. An articulation agreement has been signed between LRN and the University of Derby for English Language Teaching Assessment Diploma (ELTAD)

3. LRN's International English Language Competency Assessment (IELCA) qualification is recognised by the University of Derby and Solent University.

Head Office
Suite 7 (5th Floor),
Lambourne House,
7 Western Road,
Romford,
Essex,
RM1 3LD

Support
Tel: +44 (0) 20 3793 3519
Fax: +44 (0) 20 3793 3550
Email: enquiries@lrnglobal.org