

Annex 3:

Service Level Agreement (SLA) between Service Provider (SP) Global and British Council Nepal

SP will be responsible for day to day support for all British Council operation and will handle all British Council customer facing activities through face to face, telephone emails and Facebook. They will be serving both internal and external customers. The purpose of this document is to ensure that both the parties have a clear understanding of duties. The responsibility and accountability of both parties has been clearly defined. SP will also be supporting some back office operations. This document gives a clear picture of how SP will support British Council for day to day operation.

British Council has defined Customer Service Standard, laid out in Customer Management Framework (CMF). SP needs to be compliant with the defined standards. This applies to all queries through telephone, email, face to face and Facebook. These standards has already been communicated through a different document and an independent training session has also been organized for briefing the SP staff members.

Summary of tasks from different points-Front of House (FOH), Reception and Telephone.

Sector	Main Tasks	Support and timeline	Stations
1 st level queries –All operation	Providing complete and accurate first level information of on various Exam product, Learning Centre facilities ,UK Education, other programs & project queries and other services to customer via all media email, Tel ,FOH, Facebook. First level Enquiries to be tagged by the SP staff on CRM	Product Training on 1 st level queries will be provided by British Council to SP staffs. FAQs and standard responses will be shared. Up to date Information will be maintained on the British Council Website. At least 1 skills training to be provided and one product refresher on conducted for staff annually. Minimum 20 hours training for all staff. (8 hours by SP)	FOH/Tele/E-mail, Facebook
	Brief customer on all processes and administration procedures to be followed for particular requests or registration (eg. IELTS registration, Life Skills, UKVI registration etc)		

	Sector	Main Tasks	Support and timeline	Station
	IELTS			
1.1	IELTS Exam Registration	Respond to enquiries about the online registration system and support customer in filing up the online forms.	IELTS available dates will be communicated by the exam team. (Add a timeline)	
		Cross check in ORS (IELTS Online Registration System) and do check and paid, check if the confirmation number still holds or is deleted after the payment deadline is crossed (which is 10 days from the date of registration) Amendment requests from candidate to be taken in written.	SP team will be given ORS access. They will have the authority to change candidate's personal information until back office team migrates the data.	FOH/Tel/ Email/FB
1.2	IELTS venue and speaking test information	SP staffs to inform IELTS test takers about their respective venue and speaking test details and guide them to candidate area SP staff to send venue SMS details to candidates at least five days before the test date	Exams team in Delhi to upload examination details (venue and speaking details) in candidate area in ORS at least 5 days prior to the test date Exams team in Delhi to provide SMS file to SP team at least 6 days before the exam date (if there is pre speaking, speaking details to be provided at least 5 days before the speaking date)	
1.3	IELTS Result Distribution	Distribute IELTS Test Result Form (TRF) to the candidate once it is handed to SP by Nepal Exams team. TRF of Nepalese candidates who gave IELTS from India will also be handed over to SP by Nepal exam team.	BC Nepal exams team will hand over the results and candidate reference details to SP team by first half on the 17th day of each IELTS exam. On the 13th day of IELTS examination, result will be put in the Result Section of ORS by 2:00 PM and individual SMS will be sent by 10:00 AM in the morning by Delhi team)	FOH
		Check supporting ID (passport) before handing over the result and get the		

		signature of the candidates on the reference detail log.		
		If TRF is collected by a candidate's representative-check required document before handing over the TRF. Copy of listed document needs to be collected and filed for record purpose.	Document required for TRF collection by candidates representative's <ul style="list-style-type: none"> - Authorization letter from candidate with the ID number of person who is coming to collect the TRF - Copy of the Passport of the candidate - Copy of an identification document of the representative. 	
		Maintain TRFs for three months and distribute as and when requested.		FOH
		Handover TRF older than three months to the concerned person in Nepal Exams department on a monthly basis.	Handover log to be maintained by SP with details of the number of TRF and candidate details.	
		For, TRF older than three months are maintained by Exam team, Inform the customer that results for test dates three months prior can be collected after two working days of receiving such request. Forward request to Exams by email.	Exam team in Nepal to handover the TRF by 4:30 PM next day (1st working day of such request being made).	FOH
1.4	Enquiry on result (EOR)	Inform all enquirers about the process, charges and the timeline for the service .	The processing time for such request is 8-10 weeks and re-marking form will be provided.	FOH/Tele/E-mail
		Receive all filled form with the signature and a copy of the TRF, scan the documents and save it in a common drive with the deposit slip number.	Exams team in Delhi to inform SP staff once the document is ready via e-mail with candidate details. Expected time 8 weeks	FOH
		Call or e-mail the enquirer after the response on Enquiry on Result is received.	Exam team in Nepal will hand it over to SP after they receive it. SP to maintain the handover log.	FOH
1.5	Additional TRF request (ATRF)	Inform enquirer about the process and DHL chargers.	Process will be mapped and DHL charges for every country will be provided.	
		Receive all requests in written form (hard copy) along with the bank deposit slip and	Soft copy of "Additional TRF form" will be provided but SP will need to either print it or	

		a copy of the TRF.	photocopy it.	
		Scan the request letter and the additional TRF and save it in the common drive along with the deposit slip number. (This need not be done once this will be uploaded in CRM)	Exam team in Delhi will process the dispatch within two weeks and update the SP staff on DHL tracking number by updating this information on ATRF file on shared drive.	FOH
		SP staff to e-mail the DHL tracking number to the candidates once it is generated by the exam team.		E-mail
1.6	Speaking Test Requisition Request	Inform all inquirers about the process for making speaking requisition.	<p>Speaking Requisition request to be shared with the Exams team in Nepal at least 1 week prior to the exam date.</p> <p>After the speaking requisition is made, new speaking date and time will be confirmed to the candidate only during the LRW test by Nepal Exams Team depending upon the availability.</p>	FOH/Tele/E-mail, Facebook

		Scan the request with the signature and save it in a common drive.		FOH
--	--	--	--	-----

1.7	Exam Refund and test date transfer	Inform enquirer about the process, Refund policy and Test Date Transfer policy and chargers attached to it.	All the policies will be outlined and provided to SP staffs.	FOH/Tele/E-mail
		Provide the Exams Refund and Test date Transfer form "on request		
		Receive the request with original copy of the supporting document (medical documents). Only one copy of the documents to be collected for record purpose.		
		<p>SP will screen the request and if the request does not meet the stated condition, then SP can reject the request.</p> <p><u>Refund and Transfer requests which meets 5 weeks prior notice</u></p> <ul style="list-style-type: none"> • Such cases are considered as an approved case • Requests forms to be forwarded to Exams Manager in Nepal. • Signed form to be forwarded to the SP team by 2 working days • SP to inform the candidate about the status of their request by Tel/Email • SP to inform the candidate for cheque collection by Tel/Email <p><u>For other Refund / Transfer requests</u></p>	<p>SP will inform the candidate whether their request has been approved or not after hardcopy of the processed form is handed over to SP staffs by Exams Manager in Nepal.</p> <p><u>Refund and Transfer requests which meets 5 weeks prior notice</u></p> <ul style="list-style-type: none"> • Refund cheque is made ready within 3-4 weeks from the date of request and handed over to the candidates. <p><u>For other Refund / Transfer requests</u></p>	

		<p>SP will submit the hardcopy of the request form to the Exams Manager in Nepal and inform the candidate about their status only after the approval from Exams manager in Nepal.</p> <p>Scan the document and save it in a common folder.</p>	<ul style="list-style-type: none"> Processing time for such requests is 3-4 weeks Cheque processing time is 5-6 weeks from the date of request. Handover log to be maintained by SP. 	
	<p>A log sheet for IELTS to be maintained, updated signed daily by SP and Exam representatives in Nepal. The standard log must include</p> <ul style="list-style-type: none"> - Candidate name - Type of request (Including all IELTS registration) - Receipt number (For cash transaction) - Reference number (For IELTS registration) 			
2.	GCE Exam			
2.1	GCE Exam Registration	Provide GCE registration forms to private candidates and guide them in filling up the form.	<ul style="list-style-type: none"> Registration opening day, fees for registration will be communicated one month in advance. SP staff will be trained on “how to fill up type forms” and a briefing session on all subject codes will be organized. 	FOH/Tel/E-mail
		Receive all filled application from the candidate along with the deposit slip. SP to confirm that candidates fill in all required details.		FOH
2.2	Statement of Entry for GCE Exam	Distribute Statement of Entry (SOE) for private candidates and get the signature of the candidates on a log sheet	The handover of Statement of Entry (SOE) will be done form Exams team in Nepal to SP staff two weeks before first exam.	
2.3	GCE material distribution	Pre-test and Post-test materials to be distributed to different centers as and when collected by the centers.	Packets including exam schedules, handbooks will be passed on the SP team with center details by Exam team in	

			Nepal.	
2.4	GCE course work collection	Course work submitted by GCE schools before GCE Exam to be collected by SP staff and handed over to the Exams team in Nepal	An individual log to be maintained by SP just for the course work submission(This submission happens only twice a year)	
2.5	Migration certificate issuing for GCE candidate.	Inform enquirer about the process and number of days required for processing it.	Exam team in Nepal will take 14 working days to process a request for migration certificate and it will be handed over to SP as it is ready.	FOH/Tele/E-mail
		Receive the request with the required documents.	Request should include the following <ul style="list-style-type: none"> - A recommendation letter from the respective school - A copy of the result with verification signature of SP staff (The candidate should bring along original result for verification) 	FOH
		SP staff to call/e-mail the candidate after receiving the certificates from BC Exam team in Nepal on the same day of update		FOH/Tele/E-mail
4.	Education and Professional Exam (e.g .ACCA,CFA,all University Exams)			
4.1	University of London	Student will come to British council to submit forms and SP staff is supposed to receive it.	Forms need not be distributed by SP staff.	
4.2	University Exam	UK universities will contact the Exams team directly for such candidates. In case of payment involved, SP will be passed on the details of the candidates and the amount to be received form the candidates	Exams team in Nepal will let SP staff know in advance of such payment and registration.	
4.3	ACCA/CFA exam	British Council does not register for ACCA and CFA we just administer both the exams.	Inform enquirers to contact ACCA office in Nepal.	
5.	ESOL Exam	SP team to provide general information about ESOL to the enquirer	Exams team in Nepal will provide product related training to the SP staff	

		Information to be forwarded to the Exams team in Nepal		
6	Education UK and Learning Centre			
6.1	Education UK	Handle all 1 st level UK education queries.	SP staff will be trained on 1 st level queries and an updated version of UK education information will be maintained in British Council Nepal's website. The UK education team will pick up the appointment from the common drive and follow up with them.	FOH/Tele/E-mail/FB
		Brief enquirer o the appointment system for UK education counselling and the fee they need to pay. Fill up the appointment form with the required details and the deposit slip number(pre designed excel sheet)		FOH/Tele/E-mail/FB
		Brief enquirer on the attestation process, check the required document and receive the deposit slip. Inform the programme team for the service delivery. Maintain a excel report for all the received deposit slip.		
6.2	Learning Center	Brief customer on the services provided by the Learning Centre and the requirement for taking up membership.		FOH/Tele/E-mail
		Distribute Learning Centre Brochures from the counter and guide customer on filling up the forms		FOH
7.	Back Office Work			
7.1	Handling BC parcels./letters/invoices	Receiving all incoming parcels/letters/invoice addressed to Exams or Grant Fund. DHL parcel addressed to exams team to be collected by Exam team only.	The log sheet format will be provided. The responsible person for all team will be outlined	FOH
		Maintain independent log sheet for incoming materials with all the details in the log sheet.		

		Inform concerned staff through e-mail		
		Get the log sheet signed after handover of the parcels/letter/invoice.		
7.2	Receiving all back office visitors of BC	Receive all back office visitors and inform the particular staff through phone. Maintain a log for visitors with their details and in time and out time.		FOH
8	CRM			
	First Level Enquiries Second Level Enquiries EOR, ATRF, RTRF, Refund/Date Transfer	All First level Enquiries to be tagged by SP staff on CRM All second level Enquiries to be tagged by SP staff on CRM	CRM training will be given to the SP staff CRM cases to be closed for second level queries as per below <u>Delhi Exams team</u> EOR: 6-8 Weeks ATRF / RTRF: 2 Weeks <u>Nepal Exams Team</u> Refund / Date Transfer 2 days for cases which meets 5 weeks prior notice 2 weeks for any other cases	Telephone/Email/FOH
9	Telephone Call			
	Receive all British Council Incoming calls	Handle all first level queries on all Exam and Grant Funded operation	Every incoming calls needs to be responded to within 45 sec. All customers to be greeted with a BC	Telephone

			standard response by all SP staff. British Council has Telephone handling standards so SP staff will be trained on the standards.	
		All second level queries will be forwarded to the concerned department(s).	SP should ensure that the emails are responded by concerned department within 3 working days and should constantly follow up on that if need arise. Specific BC posts will be assigned for handling second level queries depending on the nature of the query.	
10	Social Media	SP supervisor is responsible for posting notices in Social media	BC will provide information on any such notices to be published	
10	Complaint Management and customer feedback mechanism			
10.1	Complain management	British Council has different channels (Web, hard copies, telephone and face to face) for receiving complaint(s)/feedback(s) and SP is to maintain the existing system.	A Complaint Manager (Exam Marketing Officer) and /or ESMSCA will be the Centre point for handling all second level complaints and making sure that it is resolved within 7 working days .	E-mail FOH/Tele/E-mail, Facebook
		SP must log every Feedback or Complaint in a shared log sheet (excel sheet in shared drive). SP must maintain a documentation of all the complaints received.in case of verbal complaint, SP should write it down and document it in a complaints file. Complaints file to be updated in a regular basis and forwarded to exam marketing officer for review on a monthly basis.		

		SP must pass on any second level complaint(s) to the Exam Marketing Officer.		
		If there is feedback(s) on particular areas of customer service operation which falls under SP control, SP is expected to log the complaint and act on this feedback(s) as soon as possible or three working days(depending on the nature of the complaint).		
10.2	Feedback system	British Council also has a feedback mechanism in the form of a questionnaire. It is a periodic collection of data that is fed into a monitoring /appraisal system .SP must continue this system.	A pre designed questionnaire will be passed on to SP for the survey purpose. SP will be responsible for passing on the data to the Exams Branch Manager/Exams Marketing and CS Officer on a quarterly basis .	FOH
11.	Evaluation and Monitoring			
11.1	Mystery shopping	SP CS supervisor at British Council to monitor CS team, target of 10 calls and 10 emails per month for all of the agents	SP supervisor to share report with the Exam Marketing and CS officer and Exams Branch manager on a monthly basis, by 3RD of every month .	
		SP to do mystery shopping on both calls and emails of all agents including of CS supervisor Target of 5 calls and 5 emails per month	SP to share report with BC on a monthly basis, by first week of every month .	
		SP will be given feedback and is also expected to solicit for their staff's performance/evaluation from internal and external customers and act on their on the result(s) accordingly. The result should also be affected in SP staff's internal performance appraisal; consent to be taken from British Council	To be conducted on a monthly basis between SP and British Council representatives.	

		representatives.		
--	--	------------------	--	--

Uniforms for SP staffs will be provided by British Council in the following basis after the completion of Probation period of 6 months of each staff.

- Summer 3 shirts every 3 years
- Summer 3 pairs trouser every 3 years
- Winter 3 shirts every 3 years
- Winter 3 pairs trousers every 3 years
- Winter 3 coats/jackets every 3 years
- Kurta suits can replace trousers and shirts for women.

All cleaning or repairs required are the responsibility of the member of staff.

Commitment from British Council and SP.

Name	Designation	Signature	Date