

Testimonial

Goldsmiths, University of London



The Student Experience Directorate at Goldsmiths, University of London has been working with Excellence Squared / Assessment Services for the last three years. We have been very impressed with the service and support that they have been able to offer us, from initial advice and guidance, a thorough pre-assessment process and regular catch up meetings right through to the on-site assessment stages of the accreditations that we eventually gained.

We undertook two awards simultaneously, those of Customer Service Excellence and the Leadership and Management accreditation, and advice and support from our two assessors, Graham and Lorna respectively was always very joined up and appropriate for the dual award approach. In effect they allowed and enabled us to achieve far more than we had originally set out to do by guiding us through the two awards simultaneously and the dual framework approach has really paid dividends in respect of the culture change that we have been able to achieve at Goldsmiths in such a short space of time.

Assessment Services ensured that our assessors were technically expert and knowledgeable about our business and they brought a high level of understanding and awareness of what we were trying to achieve, into our assessment process. Graham and Lorna themselves demonstrated excellent customer service and attention to detail throughout the process and their assessment approach was thorough and fair and ensured that we were challenged throughout and that as an organisation we developed and improved from the process.

I would happily recommend Assessment Services to other organisations seeking to develop and improve in their leadership and management cultures and approaches to customer service.

Leo Appleton

Director of Library Services

Library Services (Student Experience Directorate)
Goldsmiths, University of London
New Cross, London, SE14 6NW

