

Hello to all of our centres, learners and supporters.



It has been a big year for Signature. I would like to take some time to reflect upon our accomplishments over the past twelve months, and to share some of our future plans.

2019 began with our annual customer satisfaction questionnaire. This allowed our centres to give us feedback regarding their experience of working with us. The feedback we received was extremely positive, with centres telling us that their favourite thing about working with us is their connection with our staff. This is fantastic.

For teachers, we now offer more support than ever before. In addition to qualification training, we launched CPD accredited activities to help teachers challenge their role in the classroom. In May we officially launched the teacher directory. As well as giving teachers the opportunity to advertise their qualifications and skills, we hope that this will allow more people to learn BSL in the future.

As well as running our own campaigns this year, we have been proud to support others to help raise awareness of BSL. Sign Language Week, the Festival of Learning and World Teacher Day are just some of these campaigns. I am excited to see what our marketing team come up with for the next 12 months.

In the Summer months, we began to update the Signature branding. With new colours, and a refreshed logo, the new brand will be completed by the end of 2019.

In September, we were excited to launch the Signature loyalty programme. Recognising all of our centres, we were overwhelmed by the positive feedback, and social media engagement on launch day.

Throughout 2019, we have been working on building our new ICT system for centres. IRIS will replace My Signature in early 2020. We are confident that IRIS will allow us to offer a better, more streamlined service to our centres, and will be extremely positive for everyone.

Following on from a consultation of our higher level qualifications in 2018, we have been busy making sure that our qualifications are the best they can possibly be. Working with the best people, we are confident that these new qualifications will provide our learners with the skills they need to build successful careers in the years to come.

Building upon our successes, our fight for a GCSE in BSL continues, as both DfE and Ofqual make progress. We look forward to an update in the near future.

In October, Signature was named 'Awarding Organisation of the Year' at the FAB Awards. This was a proud moment for us all, and has provided us with acknowledgment for our hard work over the years.

Signature has transformed significantly over the past decade, and 2020 will see us grow even further as a business. Thank you to everyone for your hard work and support this year, and I wish you all the best for the holiday season. Thank you.