



Press Release
18 December 2013

Gold Investors in People award for Leeds Metropolitan University: celebrating Well Met Conferencing's commitment to customer service

Well Met Conferencing is delighted to announce that Leeds Metropolitan University has achieved the prestigious Investors in People Gold Award.

Only seven per cent of Investors in People nationwide have gained the Gold standard, which supports organisations to transform business performance through people. Leeds Metropolitan University obtained the Bronze standard in 2012 and is one of only a handful of higher education institutions which have achieved Gold accreditation.

Kate Davis, Head of Business Development for Leeds Metropolitan University said:

"The team at Well Met prides itself on the exceptional level of service delivered by staff. Investors in People is an important external benchmark which demonstrates our University's commitment to developing, supporting and involving everyone who works in our University. This commitment is reflected in everything we do at Well Met, and it shines through in the service we provide – I'm delighted that it has been recognised through this award."

The University was awarded Gold following an assessment process which involved external iIP Specialists meeting with over 100 staff, Governors, managers and trade union colleagues across the institution. Investors in People considers all aspects of an organisation's employment practice from recruitment through to reward, involvement, development and management and therefore demonstrates a high quality of working life at Leeds Metropolitan University.

iIP Specialist, Mick Lynch, said: "This was an exceptional accreditation visit. Managers and staff at Leeds Metropolitan University should be congratulated on using Investors in People as a business

improvement tool. It is clear that they are reaping the benefits in terms of staff morale and organisational planning and performance."

Investors in People (IiP) is a nationally-recognised framework that helps organisations to improve their performance and realise objectives through the effective management and development of people.

This latest achievement builds on the university's success earlier in the year when it became the largest of only three universities in the UK to receive the top accolade in recognition of its commitment to customer service and culture of continuous improvement: the Customer Service Excellence (CSE) standard.

The first University venue to achieve the Gold Accredited in Meetings status awarded by the Meetings Industry Association, Well Met Conferencing is one of the most distinctive conference sites in the UK. Providing a portfolio of award-winning urban and parkland venues including The Rose Bowl, Carnegie Village, The Grange, Cloth Hall Court, The Great Hall and Queenswood, these venues collectively provide the perfect destination for conferences, meetings and exhibitions, product launches, dinners, filming, corporate away days and team building events.

For further media information please contact Jane Verity at Bonner & Hindley on 07854 759480 or email jane@bonnerandhindley.co.uk

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Notes to Editors:

- Well Met Conferencing is the conference office for Leeds Metropolitan University.
- Leeds Metropolitan University is the first University to achieve the Gold Accredited in Meetings status awarded by the Meetings Industry Association.
- Centrally located, Leeds is just two hours 20 minutes from London by train, and just one hour on the new BA flights from Heathrow to Leeds Bradford Airport.
- 2013 sees the opening of two new landmarks for Leeds – new retail and leisure destination, Trinity, and the 13,500 capacity Leeds Arena.
- Leeds Metropolitan University accommodation Carnegie Village was awarded 3* by the AA
- At the M&IT awards 2012 and 2013 Well Met was a finalist for the 'Best Academic Venue' category
- At the 2013 Leeds Hotels & Venues Association Awards Well Met Conferencing was awarded 2nd place for 'Exceptional Customer Service'.
- Leeds Metropolitan University venue The Rose Bowl was awarded 'Best New Business Venue' in 2010 at the Yorkshire Business Insider Awards.
- Leeds Metropolitan University has more than 27,000 students and around 3,000 staff.
- The Vice Chancellor of Leeds Metropolitan University is Professor Susan Price, the Chancellor is Sir Bob Murray CBE and the Chair of the Board is Phil White CBE.
- Leeds Metropolitan's heritage can be traced back to the founding of the Mechanics Institute in Leeds in 1824.

- In 2013 Leeds Metropolitan University became the third university in the UK to be awarded the Customer Service Excellence standard.
- In 2013 Leeds Metropolitan University achieved the 'Investors in People' Gold Award confirming the University's commitment to customer delivery and service.