

# Case Study: Queen Margaret University

## Background

**Theorise** was asked initially, by **Queen Margaret University** to supply note takers to support students with a range of specific learning difficulties including differing physical impairments. The first step was to meet with the client to gain a detailed understanding of the role, identify all key requirements in respect of person specification, timescales, numbers, and contingencies. **Theorise** are now responsible for providing a range of key roles to assist with the academic progression of students through further education.

## Key Challenges:

- Fragmented attendance patterns depending on student timetables.
- Matching scribe/note taker with students' subjects.
- Matching skills required whether physical or academic.
- Enhanced recruitment process necessary key areas of consideration included the type and level of support required; the subject and level of study, both academic and intellectual.

## Solutions to Challenges:

- Detailed telephone pre-screening and face to face interviews conducted by fully qualified senior practitioners to ensure the best possible match for each student, where possible taking account of personal preferences to achieve "best fit".
- We spent time ensuring that we really got to know our candidates to be in a position of providing "best fit" for students.
- Two-way communication channels always open between key players. Before, during, and after an assignment, an assigned consultant is always available to both the client and the workers should a problem arise.
- **Theorise** did what we do best and listened to what the University's main criteria and requirements were to put together our bespoke recruitment solution that dovetailed into their particular plans.
- Maintenance of a pool of suitably qualified candidates who were flexible about number of hours worked and attendance times.

## Outcomes:

- Our recruitment expertise coupled with knowledge and assessment of our candidates allowed us to recommend the best person to exactly match the particular students' needs.
- We are now privileged to hold sole supplier status to place candidates for **Newbattle College, Queen Margaret University** and **Napier University**. We are also delighted to provide student support services in a range of roles to **Heriot Watt University, Perth College, the Open University** and **the Scottish Association for Marine Science Institute**.
- Our original pool of candidates has changed and grown but many have now been with us for several years.