

Case Study: Edinburgh College

Background

Theorise was asked initially, by **Edinburgh College** at it's Milton Road Campus in 2010 to supply note takers to assist students with visual and hearing impairments. The first part was to meet with the client to gain an understanding of the roles, requirements and skillset required in order to meet the needs of both the student and college in a timely manner. As we progressed and built up a stronger working relationship with **Edinburgh College**, it was agreed prior to the 17-18 academic year that we would take on more responsibilities for the provision of support to students not only in note taking but in support work, study skills tutoring, mental health mentoring and proofreading. **Theorise** are now responsible for being **Edinburgh College's** primary provider of support to students requiring non-medical assistance.

Key Challenges:

- Matching note takers with students' subjects.
- Matching skills required of our support workers' 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.
- Competing against other recruitment services to provide support to **Edinburgh College**.

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 College's main criteria and requirements were to put together our bespoke recruitment solution that dovetailed into their particular plans.
- **Theorise** outlined why we felt it would be best for **Edinburgh College** to have the majority of their support through one agency and the solutions we would carry out to ensure we were their first choice for support provision.

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 privileged to have grown and developed our relationship with **Edinburgh College** and continue to provide the highest quality service possible and meeting their requirements for individual students' even if this requires a specific and unique recruitment process to meet the needs of one student.