

Quality Statement

Theorise Ltd was established in 2018 to provide non-medical personal help (NMPH) support services to students studying in further and higher education. We are an innovative and ambitious Edinburgh based recruitment company that has grown to be a trusted and well-respected agency in this field with credibility and accountability. Theorise provide a range of different roles to colleges and universities including Study Skills Tutors (dyslexia, dyspraxia, dyscalculia, other specific learning difficulties), Mental Health Mentors as well as in-class Support Workers, Note-Takers, Proof-Readers, Examination Support Staff.

Theorise Ltd is recognised for our excellent quality of service to all our stakeholders and we have built this reputation through a tailored approach to meet each of our clients' individual needs; a thorough and detailed recruitment process that brings us the highest quality candidates' who are afforded industry leading pay rates and benefits as well as ensuring the students we are entrusted with supporting are provided the best possible service. While we continue to grow our business, we still offer a personalised, professional yet informal approach with a focus on meeting the needs of all our clients and the students with whom we work.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of client and student feedback
- a thorough complaints procedure
- continuous training and development opportunities for our support staff
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, client and student feedback and complaints

Our internal procedures are reviewed regularly.

Unlike many companies operating in this field, Theorise Ltd also have credibility and accountability in the field of recruitment, which we believe makes us stand out from other providers. We continuously strive to improve and uphold our reputation as a professional and high-quality recruitment business through our status as a:

- Corporate Member of the Recruitment and Employment Confederation (REC)
- Member of the Federation of Small Businesses (FSB)

This ensures we commit to the highest standards of being a compliant and productive recruitment business and ensures we can be trusted to provide an honest and reliable service.

Theorise Ltd are also an approved supplier to Student Finance England and Wales which ensures our support staff are qualified to the highest possible standards.

Recruitment Procedures

Theorise believe our expertise and experience distinguish ourselves from other agencies operating in the education sector and our recruitment process is clear, thorough and bespoke to ensure we attract the highest quality applicants to fill our positions.

Process of organising support

1. Initially we will be contacted directly by the college, university, or student regarding the student's contact information, course title, year of study, and funding information including their authority, type of support, and number of hours available for support. At this stage, if support is for any form of in-class assistance we would be notified of the student's timetable.

2. Theorise will search our current database of available candidates, and should we have someone available immediately that meets our criteria to work this student then we would assign this member of our support team to the student. An assignment form would be provided to this candidate and the student would be contacted by Theorise directly confirming who has been allocated to work with them. Should we not have someone available to work with this student, we would commence our recruitment process.

3. The role would be advertised on our website as well as on several suitable job boards. The Theorise recruitment team will then undertake a thorough review of the applicants' CVs and covering letter and shortlist the applicants who we feel are best suited for the role.

4. The Theorise recruitment team will carry out an initial telephone screening with the candidate to discuss the role in more depth and briefly discuss their experience within the education sector. Applicants who impress at this stage will be invited to interview.

5. Theorise interview the shortlisted candidates using a thorough process detailing the candidate's employment history, education, and qualifications relevant to the role. Theorise will ensure we have valid documentation and the necessary PVG checks that are up-to-date for their eligibility to work in the UK and to work with students.

6. Theorise will offer a contract for services to the best candidate, and upon receipt of their paperwork we will notify the college or university of our new support-team member and allocate them to work with the student(s) for whom they were recruited. Theorise Ltd have been and always will be committed to attaining the highest possible standards as a business and to meeting the demands and needs of our clients, candidates and students. We continue to benchmark all our services, pay rates and



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services to that of our competitors in this field and welcome any and all suggestions that can help us improve.