
Quality Statement

1. Introduction

Theorise Ltd was established in 2018 and is an Edinburgh-based provider of specialist educational support services for students studying in further and higher education across the United Kingdom. Since our formation, we have grown to become Scotland's largest provider of Non-Medical Personal Help (NMPH) support services and the only major Scottish-based provider operating exclusively within this sector.

We support thousands of students annually across more than 60 colleges and universities and are recognised for delivering high-quality, student-centred services through a combination of exceptional recruitment, strong governance, continuous improvement and a commitment to outstanding customer service.

Our services include:

- Study Skills Support for students with dyslexia, dyspraxia, dyscalculia and other specific learning difficulties
- Mental Health Mentoring
- Autism Mentoring
- In-Class Support
- Note-Taking Support
- Proof-Reading Support
- Personal Assistance
- Examination Support

Theorise Ltd remains committed to providing an outstanding experience for students, educational institutions, support staff and funding bodies alike.

2. Our Commitment to Quality

Quality is central to every aspect of our business.

We are committed to delivering professional, reliable and responsive services that meet the needs of students, educational institutions, support staff and funding organisations.

Our objectives are to:

- Deliver high-quality support services that positively impact student outcomes
- Recruit, retain and develop exceptional support staff
- Respond quickly and effectively to referrals and service requests
- Maintain the highest standards of compliance, safeguarding and data protection
- Promote equality, accessibility and inclusion
- Continuously improve our systems, processes and service delivery
- Build long-term partnerships based on trust, professionalism and accountability

We recognise that quality is not a one-time achievement but an ongoing process of evaluation, learning and improvement.

3. Recruitment and Workforce Excellence

The quality of our support services is directly linked to the quality of our workforce.

Theorise Ltd has developed a robust recruitment and selection process designed to identify individuals with the qualifications, experience, skills and personal qualities required to deliver exceptional support.

Our recruitment process includes:

- Comprehensive application screening
- Structured interviews
- Qualification verification
- Right to Work checks
- PVG and safeguarding checks
- Reference checks
- Professional suitability assessments
- Ongoing compliance monitoring

Unlike many providers operating within this sector, Theorise combines specialist knowledge of educational support with extensive recruitment expertise.

As a Corporate Member of the Recruitment and Employment Confederation (REC), we are committed to maintaining the highest standards of professional recruitment practice and compliance.

We also invest heavily in staff development and provide access to induction, role-specific guidance, continuing professional development opportunities and ongoing support throughout engagement with Theorise.

We believe that paying industry-leading rates helps us attract and retain exceptional support staff, ensuring continuity and quality of support for students.

4. Student Experience and Service Delivery

Students remain at the heart of everything we do.

We recognise that every student has unique strengths, challenges and support requirements. Our approach focuses on providing tailored support that promotes independence, confidence and academic success.

Our service delivery model includes:

- Careful matching of students and support staff
- Direct communication with students regarding support arrangements
- Clear introductions between students and allocated support workers
- Flexible support options, including online and face-to-face delivery where appropriate
- Regular monitoring of support provision
- Ongoing communication with students and institutions
- Prompt resolution of concerns and queries
- Consistent focus on professionalism and service quality

We actively seek feedback from students throughout the academic year and use this information to continually improve our services.

5. Continuous Improvement

Theorise Ltd is committed to continuous improvement across all aspects of the organisation.

We operate a Quality Management System which provides a framework for measuring, monitoring and improving our performance.

Our quality assurance activities include:

- Student feedback surveys
- Educational institution feedback
- Support staff feedback
- Internal audits
- Policy and procedure reviews
- Complaint monitoring and analysis
- Service review meetings
- Recruitment and compliance audits
- Training evaluation and review
- Performance monitoring

The information gathered through these activities enables us to identify strengths, address areas for improvement and implement positive change throughout the organisation.

6. Compliance and Governance

Theorise Ltd is committed to operating responsibly, ethically and in full compliance with applicable legislation and regulatory requirements.

We maintain policies and procedures covering key areas including:

- Safeguarding
- Data Protection
- Information Security

- Equality, Diversity, Equity and Inclusion
- Health and Safety
- Complaints Handling
- Lone Working
- Professional Conduct
- Recruitment and Vetting
- Online Safety

We regularly review our policies and procedures to ensure they remain effective, compliant and reflective of best practice.

Theorise Ltd is registered with the Information Commissioner's Office and maintains appropriate measures to protect personal information and ensure confidentiality.

7. Equality, Accessibility and Inclusion

Theorise Ltd is committed to creating an environment where everyone is treated fairly, respectfully and without discrimination.

We promote equality of opportunity and seek to remove barriers that may prevent individuals from accessing support, employment or development opportunities.

We recognise and value diversity in all its forms and are committed to fostering an inclusive culture where individuals feel welcomed, respected and supported.

Reasonable adjustments will be considered wherever appropriate to support students, support staff and applicants.

Our services are designed to support individuals with a wide range of disabilities, health conditions and neurodivergent profiles, ensuring that support is accessible, effective and responsive to individual needs.

8. Quality Objectives

To support our commitment to quality, Theorise Ltd aims to:

- Deliver timely and effective support services

- Maintain high levels of student satisfaction
- Maintain high levels of client satisfaction
- Recruit and retain appropriately qualified support staff
- Promote continuity of support wherever possible
- Respond promptly to referrals and enquiries
- Maintain strong safeguarding and compliance standards
- Monitor and improve service delivery continuously
- Encourage feedback and act upon lessons learned
- Support the ongoing professional development of staff

Performance against these objectives is reviewed regularly as part of our continuous improvement programme.

9. External Recognition

Theorise Ltd is proud to have received external recognition for the quality of its services and business practices.

Our achievements include recognition as:

- Scotland's Recruitment Company of the Year
- Best Student Academic Support Agency in the UK
- A trusted provider to colleges and universities across the United Kingdom

We view these achievements not as an endpoint, but as motivation to continue improving and delivering the highest possible standards of service.

10. Review of this Statement

Theorise Ltd will review this Quality Statement regularly to ensure it remains accurate, relevant and reflective of our commitment to quality and continuous improvement.

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Theorise Ltd remains committed to delivering outstanding support services, maintaining the highest professional standards and continuously improving the experience of every student, institution and support worker with whom we work.