



Student Recruitment– Service Standards Agreement

Customer Care

We will provide a comprehensive level of service that puts students and parents/carers first. Our team will be helpful courteous and professional at all times. We will ensure that our standards are reviewed annually to ensure consistency in delivery of our services.

About the Service

The Service provides a broad range of customer focussed support to all students applying for a place at Strode's College

- Telephone queries
- Email queries
- School Liaison Events
- Information, Advice and Guidance

The Assistant Principal, Student Services – Bernadette Joslin, has responsibility for overseeing the service as a whole.

Objectives (Service commitment)

1. To provide support that meets the needs of the students and parents/carers/wards of students applying
2. To provide client centred advice, guidance and support to all prospective applicants.
3. To ensure all enquires are dealt with promptly
4. To support all prospective applicants irrespective of their learning needs or disability.
5. To provide client centred information, advice and guidance in an impartial and confidential manner.
6. To ensure our procedures are efficient and effective
7. To work with teaching and other support areas to ensure standards are maintained and improved
8. To be responsive to changing situations and customer needs.

Our Service Standards

This agreement clarifies the respective service offer and the working relationship between students and parents/carers/wards who apply to Strode's College, and the Admissions team. If during your interaction with us you do not feel we have achieved these standards, please contact Nicky Breslin (Admissions & School Liaison Manager or Bernadette Joslin (Assistant Principal, Student Services) to discuss your experience and tell us how our service to you can be improved.

SERVICE TO STUDENTS					
Performance target (Service)	Service commitment (Standard)	What you can expect from us	What we expect from you	How is this measured	Who will report back
Customer Care	<p>All applicants and parents/carers/wards of applicants will be treated with respect and be given a level of service that is consistent with the College's core values:</p> <ul style="list-style-type: none"> • Deliver Excellence • Behave with Integrity • Respect Each Other • Value Diversity 	Our staff will treat you with respect at all times and your query will be handled in a professional, courteous and efficient manner.	To treat our staff in a courteous and respectful manner.	Spot checks Applicant Student Survey Internal Student survey Internal staff survey	Nicky Breslin Admissions & School Liaison Manager

Telephone and emails queries	All queries will be answered promptly, politely and effectively	<p>Telephone calls will be answered within 20 seconds. A voicemail facility is available for callers to leave messages when the service is not manned.</p> <p>Email queries will be dealt with within five (5) working days.</p> <p>Queries will be redirected to a named individual, if assistance cannot be given.</p>	Provide accurate information in order for your enquiry to be dealt with promptly and efficiently.	<p>Spot checks</p> <p>Applicant Student Survey</p> <p>Internal Student survey</p> <p>Internal staff survey</p>	Nicky Breslin Admissions & School Liaison Manager
Issuing Course advice	Provision of impartial advice and guidance will be provided at all times.	Information, advice and guidance that is appropriate to your individual needs.	Notify our staff of any changes to your individual circumstances that will impact on your learning.	<p>Interview notes</p> <p>Enrolment notes</p>	Nicky Breslin Admissions & School Liaison Manager
Processing Applications	Prompt response in acknowledging your application.	You will receive an automatic response to your online application via email, detailing the courses you have applied for.	Notify the administration team of any changes regarding your enquiry or application details.	Automatic response to on-line application via email	Nicky Breslin Admissions & School Liaison Manager

Processing of all applications where support need is identified at pre-entry stage	Students advised of opportunity to contact Support for Learning before interview.	We will endeavour to arrange for support interview to be attended by Support for Learning Manager – Nick Levy	Notify the Admissions if there is a need to reschedule, cancel or when the application is withdrawn on a timely basis.	Applications assessed at entry	Nicky Breslin Admissions & School Liaison Manager
Interviews	Offer interview appointment no later than 2 months from application receipt	We accept applications from 1 July and interview at the end of September. We will endeavour to notify you of your appointment one to two months before date. The long Summer break may be an exception	You will be expected to notify us if you are not able to keep the appointment.	Regular assessment of numbers and interview availability	Nicky Breslin Admissions & School Liaison Manager
Offer of place	Confirm offer within 2 weeks of interview	Students will be verbally offered a place at interview (subject to entry requirements). We will send offer letter via email within 2 weeks of interview date	You will be expected to accept or decline your offer within 2 weeks of receipt of email by return	MIS checks spot checks	Nicky Breslin Admissions & School Liaison Manager