

Charitable Client Offering Educational Services

Our new client is an educational not-for-profit charity establishment made up of qualified, highly experienced proven secondary school teachers. The aim is to improve grades for students between the ages of 13 to 19. They provide expertise in a wide array of topics concerning qualifications like KS3, GCSEs, AS and A2 level and offer students one-to-one tutoring or seminars in out of school hours.

The selling point is in providing parents assurance in quality teaching through their small class sizes (usually less than 6 students), constant monitoring of progress and screening process used to identify a student's strength and weaknesses. All these services come with a Grade Guarantee where if the student does not improve significantly, the company will offer a full refund of the tuition fees.

They have experts specialising in a range of qualifications on a wide array of topics such as; -

- Maths
- English
- Physics
- Chemistry
- Biology
- History

A diagnosis and assessment (D and A) is carried out - where a specialist will analyse a student's current educational profile, provide tips on how they can be successful with their learning as well as lessons on how to deal with scenarios within a school environment. Finally, the specialist will answer any queries or worries concerning Excel's service.

Hayward Miller's team of professionals have been working on behalf of our new client to maintain relations with their customers. Hayward Miller have become an extension of their salesforce equipped with branded emails, values, beliefs and knowledge of the brand to ensure continuity. Our Telemarketers are experts in delivering great customer service, building relations and overseeing the project.

