NCR EDUSERVICES
Empowering Education Ecosystem Globally

13 YEARS

Case Study

How One Of The Largest Education Companies In The UK Saved 7.8 Million GBP In 10 Years Of Relationship With NCR Eduservices



Helping Students To Learn Better By Empowering Global Education Ecosystem

Stanford | Seed Company

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Title: Scaling Education Business During Challenging Times

A Case Study of Collaboration between a Renowned UK Online tutoring Company and NCR Eduservices

INTRODUCTION

In 2019, a renowned online tutoring company based out of London, providing tuition to pupils in primary schools in the UK joined forces with NCR Eduservices, a leading provider of comprehensive support to academic organizations. This collaboration was aimed at scaling up tutoring operations to address the educational gaps faced by pupils due to the COVID-19 lockdown. The UK government's National Tutoring Program (NTP), launched with a budget of £300 million, provided an opportunity for this collaboration to make a significant impact on education.

CHALLENGES FACED

The COVID-19 pandemic posed numerous challenges for pupils and their education. Recognizing the need to bridge these gaps, the UK government launched the NTP. To participate in the program, the UK Online tutoring company was in trouble to hire such a huge workforce in such a short span of time. They were exploring their options when they decided to take this opportunity to global market. That is when they approached NCR Eduservices for support in scaling up their operations. However, several challenges needed to be overcome.



The various challenges were:

Recruitment of tutors:
The UK-based tutoring company sought to onboard over 250 skilled individuals proficient in both communication and Mathematics. Leveraging their existing pool of teachers from Jobors.com, NCR Eduservices successfully completed the recruitment process within the stipulated timeframe.

Safer Recruitment Policy:
NCR Eduservices had to adhere to a safer recruitment policy while hiring the additional 250 academic experts. This policy ensured that the selected tutors met the necessary qualifications, including English-speaking proficiency at levels C1 and C2, and possessed excellent command over primary and GCSE mathematics.

Training and Curriculum Familiarization:
To deliver effective tutoring services, the tutors underwent extensive training on the UK curriculum and pedagogy. This training aimed to equip them with the necessary knowledge and skills to support the students effectively.

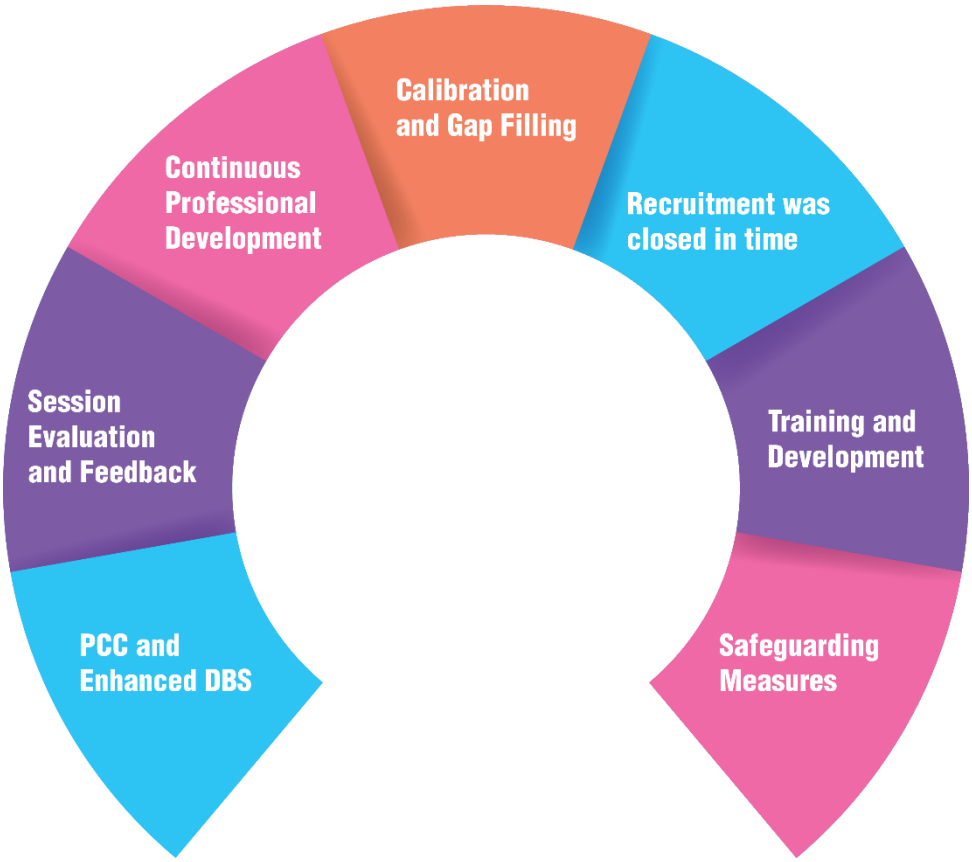
Safeguarding Training:
Recognizing the importance of student safety, the tutors had to complete safeguarding training. This training focused on creating awareness about ensuring the safety of pupils in all environments and at all times.

Police Clearance Certificate and Enhanced DBS Checks:
Before delivering tutoring sessions, all tutors were required to obtain a Police Clearance Certificate and undergo Enhanced Disclosure and Barring Service (DBS) checks. These measures were taken to ensure the safety and well-being of the students.

School Retention:
The online tutoring company in the UK faced a significant challenge with school retention. Many partner schools were experiencing declining engagement and satisfaction with the tutoring services, leading to increased attrition rates. The primary issues included inconsistent communication, lack of personalized support for individual school needs, and limited data-driven insights to track student progress and outcomes. This situation threatened the company's growth and sustainability as maintaining long-term relationships with schools is crucial for success in the education sector.

SOLUTION AND IMPLEMENTATION:

NCR Eduservices collaborated closely with the UK Online tutoring company to address the challenges and ensure a successful implementation of the tutoring program. The following steps were taken:



Recruitment and Hiring:
NCR Eduservices conducted a meticulous recruitment process to identify and hire 250 tutors who met the required qualifications and language proficiency. The tutors possessed expertise in primary and GCSE mathematics with excellent command over English language.

Training and Development:
Extensive training sessions were conducted to familiarize the tutors with the UK curriculum and pedagogical techniques. This training aimed to enhance their tutoring skills and enable them to deliver high-quality sessions to the pupils.

Safeguarding Measures:
The tutors underwent comprehensive safeguarding training to ensure the safety of pupils. They were educated about recognizing and addressing potential risks and concerns related to child protection.

Police Clearance and Enhanced DBS Checks:
All tutors underwent thorough background checks, including obtaining Police Clearance Certificates and Enhanced DBS checks. This step was crucial to create a safe learning environment for the students.

Session Evaluation and Feedback:
NCR Eduservices implemented regular session evaluations to maintain the quality of tutoring services. Feedback from students, parents, and school administrators was collected to identify areas for improvement and enhance the overall effectiveness of the sessions. This resulted in increase in student satisfaction score from 3.2 to 4.8 out of 5.

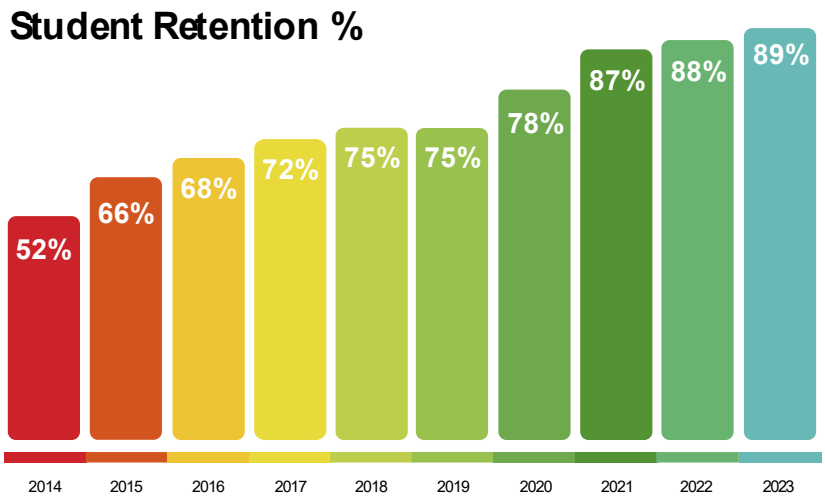


Continuous Professional Development (CPD):
To further enhance the tutors' skills and knowledge, NCR Eduservices provided continuous professional development opportunities. These initiatives focused on keeping the tutors updated on the latest educational practices, methodologies, and technological advancements.

Calibration and Gap Filling:
Regular calibration sessions were conducted to ensure consistency and address any gaps in the session evaluations. These calibration exercises aimed to maintain a high standard of tutoring across all sessions and tutors.

School Retention:
To address the school retention challenge, we implemented a comprehensive strategy that focused on enhancing communication, providing personalized support, and leveraging data analytics. Dedicated account managers were

assigned to ensure consistent and proactive communication, addressing concerns promptly and customizing solutions to meet specific school needs. These measures resulted in improved school satisfaction, increased engagement, and a significant reduction in attrition rates, thereby strengthening the company's position in the UK market.



RESULTS AND IMPACT

The collaboration between the renowned UK Online tutoring company and NCR Eduservices yielded significant results and made a positive impact on education:

Bridging Educational Gaps:
Through the National Tutoring Program, the collaboration successfully addressed the educational gaps faced by pupils due to the COVID-19 lockdown. The tutoring sessions helped students catch up on missed learning and improve their academic performance.

Enhanced Learning Experience:
The high-quality tutoring sessions delivered by the trained tutors created a conducive learning environment. Students benefited from personalized attention, improved understanding of subjects, and increased confidence in their abilities.

Student Safety and Well-being:
The safeguarding measures, including comprehensive training and background checks, ensured the safety and well-being of the students. Parents and school administrators had confidence in the security of the tutoring program.

Professional Development:
The tutors benefited from the extensive training and continuous professional development initiatives provided by NCR Eduservices. This enhanced their tutoring skills, subject knowledge, and familiarity with the UK curriculum.

CONCLUSION



The collaboration between the renowned UK Online tutoring company and NCR Eduservices exemplifies the power of strategic partnerships and collaborative efforts in enhancing education during challenging times. By leveraging their respective expertise and resources, the companies successfully scaled up tutoring operations to support pupils affected by the COVID-19 lockdown. The case study highlights the importance of adherence to safer recruitment policies, comprehensive training, student safety measures, and continuous quality evaluation for the success of such initiatives. The positive impact of the collaboration emphasizes the significance of providing tailored educational support to students and empowering them to excel in their academic journeys.

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hello@ncreduservices.com



www.ncreduservices.com

For further details, **contact**

+1-315-756-2877 +44-788-886-8325 +91-99118-24292

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