

## RM Accreditation

### Sharing a Common Goal...

**RM School Management Solutions aims to be the market leader in providing best of breed MIS products to schools. To help schools maximise the return on their investment, our experience shows that these products must be underpinned by effective support and training resources. As schools exercise more choice as to who provides these resources, an LA/Consortium partner awarded the prestigious SMS Accreditation status confirms their commitment to quality in these key areas, as well as underlining the credibility of the service they offer.**

#### Key Benefits

- ◆ Consistent customer service levels
- ◆ Reduced investigation times for support queries
- ◆ Increased end user satisfaction ratings
- ◆ Recognized staff progression
- ◆ Benchmark of Support and Training quality
- ◆ Accredited LA/Consortium status
- ◆ Reduced pricing on software licenses
- ◆ Reduced pricing on support and maintenance agreements
- ◆ Investing in people skills
- ◆ Future-proofing product knowledge

#### Why be Accredited?

Accreditation is our Support and Training benchmarking service and a recognised mark of quality within the SMS LA/Consortium partnership scheme. It sets the standard for the level of service that an end user can reasonably expect from support/training professionals when purchasing a service they offer. Accreditation ensures that consistent service levels are maintained throughout local support/training teams. In practice, it means that the customer experience is the same irrespective of who they deal with.

Whilst you and members of your team may have achieved accreditation status in the past, it is important that this status is continually maintained in line with ongoing product developments and latest DCFS features. Our recommendation is that re-accreditation should take place every 3 years.

#### Who should be Accredited?

All training and support personnel should follow the accreditation route. SMS will be pleased to award 'Support' accreditation status to an LA/Consortium Partner where at least half the team members meet or exceed the benchmark. The establishment will be awarded the coveted SMS 'Support Accredited' symbol and are authorised to use it on all communications. This is also true for 'Training' accreditation status.

It is also permissible for individual members to be submitted for accreditation, although the accreditation status would then be limited to them and not ascribed to the organisation as a whole.



## What format does Accreditation take?

Two parallel routes of accreditation are available: Training and Support. Each route constitutes a comprehensive all day examination, testing the application of product knowledge to the limit. The day takes the form of closed-book written papers in the morning, accompanied by 'real life' support and training assessments in the afternoon. The written papers are designed to test the spread and depth of knowledge on a single SMS product through short and long answer questions. For support personnel, the afternoon session is designed not just to test knowledge but also the ability to impart knowledge under 'pressured' telephone support conditions. For training personnel, they must prepare and deliver a product presentation to the SMS examiner. We also invite the other delegates to sit in on the training, making the scenario as real as possible.

It is quite common for users to undertake both accreditation routes and these would take place on separate days.

## Survival Course

Whichever route you take, it is highly recommended that you prepare comprehensively. To aid in this preparation, we offer customers an opportunity to take up our **Accreditation Survival Course** prior to the accreditation day itself.

This is a one day event designed to consolidate existing product knowledge and revisit those topics and procedures that are less familiar.

The survival course introduces the format of the assessment day, explaining the structure of the papers and the depth and spread of knowledge we are looking for. It also provides an opportunity to brush up on any specific areas of weakness.

## Can I afford not to be Accredited?

Please ask yourself the question: Can I afford not to be accredited? The expectation from customers is ever more demanding and their own knowledge ever increasing. It is important that the LA/Consortium partners keep ahead of the game and as the product functionality continually develops so must their knowledge and expertise. In return, the immediate rewards are obvious:

- (i) the number of support-style queries received from well-trained users is reduced
- (ii) resolution times for support-style queries are decreased
- (iii) customer satisfaction ratings are increased.

## Related Courses

Accreditation programmes are also available for Support and Training professionals in the following modules:

### Integris<sup>G2</sup>

### RM Finance Consistent Financial Reporting

We are also happy to discuss the feasibility of delivering bespoke training courses /consultation services upon request.

Whatever your training requirements we are here to help.

## What is the next step?

I hope you will share our vision for promoting high quality services and would like to progress through the SMS Accreditation route. To take the next step please contact Susan Marsh on (01235) 401842 or via e-mail [smarsh@rm.com](mailto:smarsh@rm.com). Susan will be happy to discuss your requirements with you.