

# A Cosmic Service

**Cosmic Education considers the levels of customer service offered to our clients to be of paramount importance and we will consistently offer an 'out of this world' service. Below are some of the benefits you will receive by working in partnership with Cosmic Education.**

- Account Managers that are fun, exciting and sincere to work with
- Your dedicated Account Manager will be available whenever you need them
- We will respond to the need of your school
  - Within 30 minutes for same day requirements
  - Within 2 hours for next day requirements
  - Within 24 hours for long term requirements
- We will offer an extensive database of teachers and support staff local to your school or college
- All teaching and support staff will be vigorously tested and checked for their suitability
- All teaching and support staff will be enhanced DBS or CRB checked (as applicable), have a 3 year reference history check and be tested for aptitude in written and oral communication skills
- Account Managers will get to know each individual client, enabling them to match, not just needs, but personalities and preferences with their supply staff
- Account Managers will be regularly available to come to your school or college, enabling open communication, relationship building and problem solving for both the clients and the supply staff
- We will pro-actively support the Continuing Professional Development of all our staff
- Weekly verbal communication with all schools and colleges to ensure their needs are continually being exceeded
- The quality of teaching and support staffs work will be regularly audited and tested to maintain high standards
- Always placing the Client's needs at the 'core' of the process

**We are flexible, honest and creative in the service that we provide. Every effort will be made to ensure that you will not receive a service that falls short of this promise.**

