



CASE STUDY

Ruth Redfern
People & Performance Business Partner
Burton and South Derbyshire College

AT A GLANCE

PREVIOUS CHALLENGES

- Finding a quality customer care team to support setup
- Finding a customizable system that can fit the schools needs

CURRENT BENEFITS

- High configurable system
- Dedicated customer care department who are friendly and supportive
- Excellent knowledge of the sector, resulting in saved time as there is no need for explaining



"...They always have a smile on their face and working with them is truly a pleasure..."

RUTH REDFERN

People & Performance Business Partner, Burton and South Derbyshire College

OVERVIEW

Burton and South Derbyshire College has been a CollegeiP customer since 2015. The college caters for a complete variety of learners. Courses can be full or part time and programmes range from basic entry level study to degree level qualifications. Here we look at how Ruth Redfern who is the People and Performance Business Partner at Burton and South Derbyshire College is pleased with the level of service received as a CollegeiP customer.



IMPACT

Ruth stated "Being a Further Education College that also provides Higher Education courses and manages an Academy Trust, we have complex needs when it comes to our performance systems. Thanks to their excellent knowledge of our sector, I am able to have quality conversations without the need to upskill them before they can understand our requirements. This saves us all time and improves impact."

Ruth also added that "Through friendly, efficient and personable service, the CollegeiP representative has helped us unlock the system to become something which will be truly transformational for the College."