



# CASE STUDY

## Personalised service for individual delegates

### THE CHALLENGE

A popular high street law firm had taken on a trainee solicitor who was seeking to arrange their Professional Skills Course (PSC), a compulsory training course that must be completed prior to qualification. The trainee had been poorly advised and had chosen dates (specifically for the Financial & Business Skills module) that fell within the final few weeks of their training contract.

Our standard procedure is to advise that all elements of the PSC are completed by a minimum of eight weeks before the end of their training contract, in order to avoid any delay in qualification. Financial & Business Skills is a compulsory module, the only one which contains an exam.

Given that exam results can take up to 28 days to be returned to delegates and we advise that the earlier it is taken, the better. This also allows for worst case scenario, should they need to re-sit this module.

### OUR SOLUTION

At Kaplan Altior our number one goal is to help legal professionals reach their career aspirations without unnecessary complication, so communicating with the trainee solicitor with regard to their situation was a high priority for us.

After discussing several different options, including alternative dates and venues, we were able to reach a better outcome for the trainee. The delegate attended dates within the advised timeframe and was able to train in their desired location.

As elective choices were unknown at the time of booking (24 hours of which must be selected in order to satisfy the SRA requirement), we were able to offer a flexible arrangement whereby the delegate can secure two elective courses but opt to confirm the topics at a later date.

### END RESULT

Kaplan Altior received exceptional feedback from the delegate for our excellent customer service and the fact that we had gone the extra mile to help them avoid disappointment.

By bringing the issue to their attention as early as possible, we were able to avoid any delay in qualification at the end of the training contract period.

Contact us for more information  
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