

Service Level Commitment '48-hour response guarantee'

The RNN Group is constantly striving for high standards of customer care and timely communication.

An RNN Group service level commitment (SLC) has been created for all campuses across the Group which include Rotherham College, North Notts College (Retford and Worksop Campuses), Dearn Valley College and University Centre Rotherham. This SLC has been created to make learners, prospective learners, parents/carers, employers and staff aware of the levels of service that the RNN Group will strive to meet.

This SLC is effective during the working week, so emails sent on Friday will not be answered on non-working days. Out of Office responses giving information about a member of staff and who to contact as a next step in their absence will be considered as part of a 48-hour response.

Curriculum Enquiries

Current Learner (customer) queries by email/phone/voicemail/text	Response time – 48 hours
Current Parent / carer (customer) queries by email/phone/voicemail/text	Response time – 48 hours
Prospective and Current Suppliers requests by email/phone/voicemail	Response time – 48 hours
Internal staff requests by email/phone/voicemail	Response time – 48 hours

Who is responsible: Curriculum and Exec Admin Teams

Marketing and Learner Recruitment Enquiries/Admissions progression

Prospective Learner (customer) enquiry by email/phone/voicemail	Response time – 48 hours
Prospective Apprenticeship enquiry by email/phone/voicemail	Response time – 48 hours
Prospective Parent / carer (customer) request by email/phone/voicemail	Response time – 48 hours
Prospective and Current Suppliers enquiries by email/phone/voicemail	Response time – 48 hours
Internal staff requests by email/phone/voicemail	Response time – 48 hours
Prospective Learner (customer) queries on our Social Media Platforms	Response time – 24 hours
Current Learner (customer) queries on our Social Media Platforms	Response time – 24 hours
Other stakeholder (customer) queries on our Social Media Platforms	Response time – 24 hours

Who is responsible: Marketing & Learner Recruitment Teams

Service Level Commitment



Apprenticeships Enquiries

Current Apprenticeship enquiry by email/phone/voicemail

Response time – 48 hours

Current Parent / carer (customer) enquiry by email/phone/voicemail

Response time – 48 hours

Internal staff requests by email/phone/voicemail

Response time – 48 hours

Who is responsible: Employment Partnerships, Marketing & Learner Recruitment Teams

Employer Enquiries

Prospective employer (customer) enquiry by email/phone/voicemail

Response time – 48 hours

Current Employer (customer) request by email/phone/voicemail/text

Response time – 48 hours

Internal staff requests by email/phone/voicemail

Response time – 48 hours

Who is responsible: Employer Partnerships, NFPC, Adult and Curriculum Teams

Administrative Enquiries

Fee and Bursary enquiries

Response time – 48 hours

Student Services including libraries

Response time – 48 hours

Examination enquiries

Response time – 48 hours

Bus queries

Response time – 48 hours

Internal staff requests by email/phone/voicemail

Response time – 48 hours

Who is responsible: Bursary, student services and exams office teams

To report a lapse of this commitment, please contact the Information Governance Team on 01909 504666 or by email at IG@RNNGroup.ac.uk

If you could send over the late response to an email showing dates of your and the responder's email and in respect of a late telephone response, by noting the date and time of messages left and when you received a response, the Group will follow this up on your behalf. Thank you.