

STUDENT MONITORING AND ADMINISTRATION SERVICE



My name is John Ellis, and my role is Student Services Manager here at Mercia.

For over 20 years now, myself, and my team have delivered a unique service which is aimed at small to medium sized practices.

I currently look after 20 firms based in London and the Southeast and have a student population of 160 going through the various stages and levels of their professional training career. To our credit many of the firms working with us today are ones that I have had a long-standing relationship with that's built on honesty, trust and our ability to deliver an efficient and effective service.



WHAT IS THE STUDENT MONITORING SERVICE?

Our role is to be an extension to your firm providing support, knowledge and experience guiding firms and students through their professional and practical training.

- I have a team dedicated to looking after and managing trainees, and work with well-known Exam Training providers.
- We oversee and manage a structured, consistent pathway of exam training.
- We receive favorable rates from our Exam Training Provider which we pass on to your company.
- We meet clients individually on an annual basis to discuss future training courses.
- We biannually hold QPRT (Qualified Persons Responsible for Training) meetings to discuss training, trainees and share best practice information.
- We are your students first point of contact.



WHAT IS THE SERVICE PURPOSE?

- We shoulder some of the burdens HR, Managers and Partners can have by planning, organizing, and booking their trainee's program of courses and exams.
- We monitor how they are performing.
- Provide administrative support.
- Manage the client/provider relationship with our approved training provider.
- **Our overall purpose allows firms to concentrate on client work and save important chargeable time.**



HANNAH SIBLEY
(CITROEN WELLS) – PARTNER

“We have used Mercia’s (and previously SWAT’s) student monitoring and administration service for many years and find it to be a great help in streamlining the administration required of us.

Any questions we have are answered on a timely basis. We particularly value Mercia’s knowledge base and the far greater ‘buying power’ and influence that Mercia command in the market than we would be able to achieve alone.”



MATTHEW DAVIS
(BREBNERS) – PARTNER

“John/Mercia have been ably assisting our firm and looking after our students for more than 20 years. As well as competently managing them through their studies, exams and taking a lot of the stress away from the training partners, John/they are very proactive in their thinking – offering regular support to all, and continually suggesting improvements to procedures.

Overall, they understand our firm’s needs and culture very well.”

