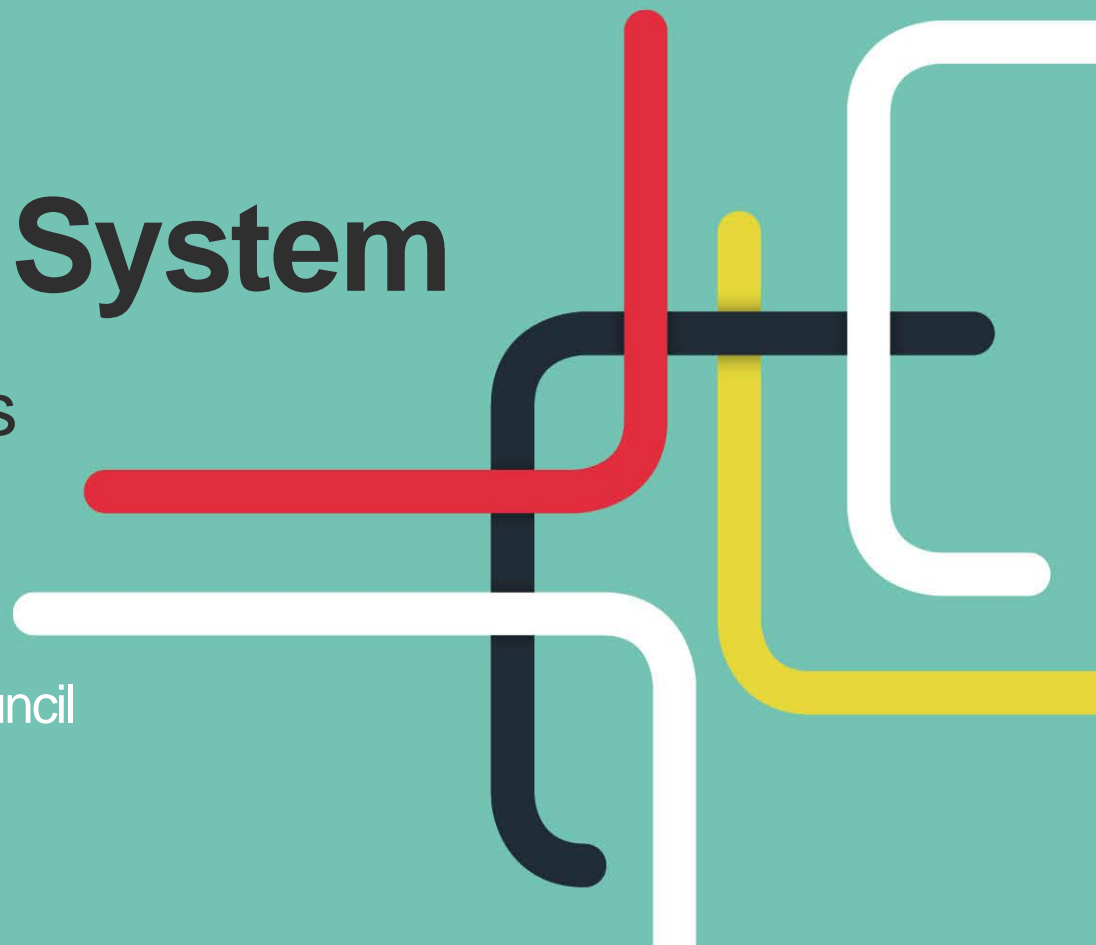


Schools Registration System

SRS: Stories of Success

Sayed Gaber

SRS Change Manager, British Council





Positive Leading for Positive Learning

British Council Vision



G N O M E

GLOBAL NEW OPERATING MODEL FOR EXAMS



CUSTOMERS

Easier to do business with us.

Effortless and consistent experiences for candidates.

Guidance and counselling to help candidates make life choices.

Global agreements with our top exam boards.

More formal arrangements and enhanced relationships with our supplier schools



PEOPLE

A better place to work.

Reduction in work peaks – less workload at key exam registration deadlines or during busy sessions.

Better safeguards for staff (if things go wrong) through global quality and compliance standards.

Manual tasks moved to shared service hubs, including financial recognition, reconciliation and payment of venue staff.

Improved venue staff experience, including better payment, scheduling, recruitment and selection.



TECHNOLOGY

From paper to computer.

Online booking, payment and refunds for all products.

All income recognised and reconciled in SAP automatically.

All venues and venue staff managed using an automated system (BOSS).

Barcoded tracking of papers and scripts.

Online portal for up-to-date guidance and support for exams staff.

Online system for reporting and monitoring quality assurance, audit and compliance (QCA).



PROCESSES

From 101 ways of working to one.

One British Council for our boards.

Global systems made possible by a single global way of working.

From 101 different contracts/policies to one global framework (e.g. refund policies, supplier school contracts).

Same secure test day procedures globally.

THE VISION FOR THE GLOBAL NEW OPERATING MODEL FOR EXAMS IS IMPROVED PRODUCTIVITY AND BETTER WORK-LIFE BALANCE FOR OUR STAFF

Standardisation is the first stage of achieving this vision. Once we have **consistency** in our exams operations, we can **automate** repetitive administrative tasks and **share** them across countries and regions in 'hubs'. This frees up time, leading to greater **productivity** on tasks which add value and in turn **grow** the business.

Schools Registration System (SRS)



SRS is a new global system that we are implementing, which will allow schools to book and pay for their UK qualifications' exams online.

This technological change is part of a wider program of change that the British Council is embarking upon to **improve its exams operations and customers experience.**



Advantages

- ✓ **Candidate reports**
- ✓ **Reconciliation reports**
- ✓ ***One system for all* qualifications**

Activities



- **May/June 2017** - launched SRS nationwide for Pearson
- **October/November 2017** - launched CIE & Pearson at 11 schools
- **January 2018** - launched the registration nationwide

Feedback

1. How satisfied are you with the reliability of The School Registration System?

More Details

| | |
|-------------------------------------|---|
| ● Extremely satisfied | 1 |
| ● Satisfied | 4 |
| ● Neither satisfied nor unsatisfied | 2 |
| ● Unsatisfied | 0 |



Feedback

2. How satisfied are you with the ability to integrate new features in The Schools Registration System?

[More Details](#)

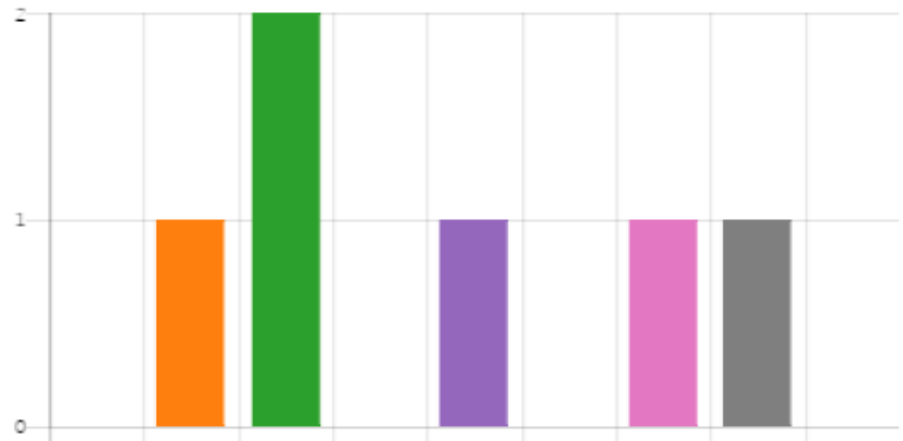
| | |
|-----------------------------------|---|
| Extremely satisfied | 1 |
| Satisfied | 4 |
| Neither satisfied nor unsatisfied | 1 |
| Unsatisfied | 1 |



Feedback

[More Details](#)

| | |
|---------------------|---|
| Amr Farouk | 0 |
| Omar Abo Saeda | 1 |
| Sayed Gaber | 2 |
| Karim ElShaarany | 0 |
| Sameh Farouk | 1 |
| Perry Shafai | 0 |
| Mohamed Hamdy | 1 |
| Sherien Mourad | 1 |
| Abdelrahman Elshaer | 0 |



4. How satisfied are you from the support you received from your relevant Examination Officer during the registration period?

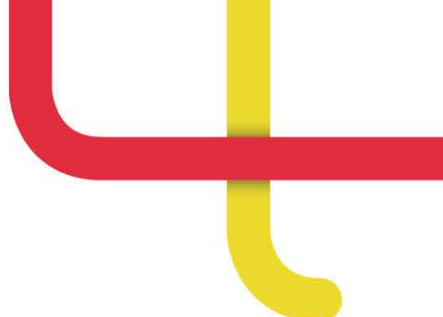
[More Details](#)

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Responses



5.00 Average Rating



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British Council Principals' Forum

