

## EMPLOYERS CHARTER

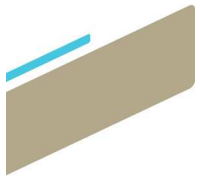
### OUR AIMS

We aim to provide high quality training solutions that can make a real difference to your business.

We do this by developing mutually beneficial relationships with employers, taking the time to get to know your business and finding a solution that fits your organisations needs and budget.

### What you can expect from us

- ▶ A prompt response within 48 hours of your initial enquiry
- ▶ Clear, accurate information on training solutions available
- ▶ Support and advice in identifying your training and business needs through a face-to-face meeting with one of our Account Managers
- ▶ A dedicated Account Manager who will provide a single point of contact for any future queries
- ▶ Full support from a team of professional staff who adopt a courteous and helpful manner
- ▶ High quality training delivered by qualified trainers and assessors with professional experience in their subject area
- ▶ Regular reviews and feedback to learners and their employers on progress
- ▶ Opportunities for learners and employers to feedback to us through questionnaires, surveys and evaluations
- ▶ Invoices raised in a timely and accurate manner
- ▶ If we are unable to offer a programme to meet your requirements we will refer you to another training provider who might be able to help



## What we ask from you

- ▶ To provide a named contact with whom we can communicate to
- ▶ Support your employees throughout the duration of the training, including time off for study, exams etc
- ▶ Encourage employees to commit fully to the training on offer and provide assessment opportunities where appropriate
- ▶ Encourage employees to tell us of any learning difficulty or disability they may have so that we can put in place appropriate additional support.
- ▶ To comply with relevant health and safety legislation
- ▶ Encourage employees to treat fellow learners and staff with respect and courtesy as set out in the college equal opportunities policy
- ▶ Pay invoices in a timely manner in accordance with published terms

## Minimum Service Standards

- ▶ All incoming calls will be handled by a dedicated team of experts
- ▶ A dedicated email address for general enquiries
- ▶ All calls / e-mail's will be answered within 48 hours by the employer engagement team

## Equality and diversity

We are committed to the active promotion of equality of opportunity for all and oppose discrimination of any kind.

## Feedback and complaints

To ensure we continue to provide the best possible service we welcome your views and comments on the training we offer. We may ask you to complete an evaluation or survey to help us achieve this.