



OUR AIMS

We aim to contribute to the development of a successful local and regional economy through our work with employers. We will:

- identify the training and development needs of employers by undertaking training needs analysis and making the best use of labour market data
- design and deliver bespoke, flexible training programmes
- build mutually beneficial relationships with local employers across all sectors
- accurately refer employers if we are unable to meet their needs.

This Charter sets out our commitment to employers who work with the College and is intended to clearly indicate the standards and levels of service you can expect from us as well as our expectations of you as an employer or employee.

ENQUIRIES

As an employer enquiring for yourself or your employees you should contact the Business Development Unit who will make arrangements for a consultant to contact you. Your enquiry will be handled quickly and efficiently. We aim to:

- answer telephone calls within five rings
- respond to telephone enquiries within 48 hours
- respond to written, faxed or emailed enquiries within 48 hours
- organise a visit to an employer within 7 days
- organise a visit to the College campus within 7 days
- provide a regular feedback mechanism to enable you to evaluate the quality of our service.

INFORMATION, ADVICE AND GUIDANCE

We offer a number of services to assist you to determine the most appropriate learning programme for you:

- a visit by a business development consultant to discuss and identify your business training needs
- a written training needs analysis if required
- a range of appropriate solutions to meet the identified training needs at a time and place to suit you and your staff
- an organised visit to the College to view facilities
- an opportunity for an interview with college staff concerning careers guidance or learner support
- a referral to an alternative provider or brokerage service if mutually agreed as appropriate.

AT THE START OF A PROGRAMME

Employers who send employees on a College programme or for whom we set up individually designed programmes can expect clear and accurate information, on request, regarding:

- the programme and the study options
- the charges for fees, materials and examination entry
- the time to be devoted to study
- how we intend to support any identified additional learning support requirements

and during the programme on:

- the assessments and qualifications to be undertaken and awarded
- the progress of the teaching and the other managed learning
- the progress employees are making subject to the employee's having given consent under the Data Protection Act prior to starting the learning programme as part of the sponsorship process.

WORK PLACEMENT

As an employer offering a work placement to a College learner, trainee or employee you have the right to expect:

- a clear statement of the intended learning outcomes of the placement including your responsibilities and the College responsibilities
- a statement regarding assessment and supervision of learners, trainees or employees
- that the learners, trainees or employees will come prepared
- that your comments will be taken into account when the experience of the learner, trainee or employee is evaluated.

When a learner applies for a job with you, clear and concise information about their achievements and standards will be provided on request, subject to the Data Protection Act.

EVALUATION

As an employer, you will be asked to contribute to surveys and other processes designed to assess the learning experience of your staff and the impact on your business.

HEALTH AND SAFETY

On our campus we will provide:

- a positive, professional and accessible learning environment
- information about the policies and procedures of the College including Equal Opportunities, Disability Equality, Health & Safety, Complaints and Appeals
- risk assessments where relevant
- off site risk assessments where relevant to your premises.

WE ASK EMPLOYERS TO:

- provide sufficient information to assist us to identify your training needs
- keep us informed of any change of circumstances of any employee on a training programme, or changes to your business, which might affect the learning programme
- let us know quickly if we have not met appropriate service standards
- brief your employee about the nature and purpose of the training programme including any preparation required and your organisation's objectives in sending them on the programme
- support your employees, allowing them sufficient time to attend sessions and assessment or exams
- pay invoices to the agreed terms and conditions
- actively support all College policies with regard to equality of opportunity and anti-discrimination.

WE ASK EMPLOYEES TO:

- make a positive commitment to the programme and strive to achieve the learning goals
- be punctual and attend all sessions
- complete and submit work on time.

IF YOU HAVE A PROBLEM OR COMPLAINT:

- in the first instance speak to the Business Development Unit consultant
- if you are not satisfied, please contact the Head of Business Development on 01458 844476
- if you are still not satisfied, please write to the Head of Quality and Staff Development at the College to start a formal complaints process.

CONTINUOUS QUALITY IMPROVEMENT

We are always interested in feedback which will help us improve the products and service that we offer.

- Please give us feedback on the products and services you have received.
- Let us know of any new products or services that you require to meet your training and development needs.

This Charter is reviewed on an annual basis. Please contact the Marketing Department if you would like a copy in an alternative format.

No statements made in this Charter will create legally enforceable rights nor do any statements affect your statutory rights.

