

Employer Charter

Aims of Charter

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

Our commitment to you

Enquiries:

We will respond to all enquiries in a professional and timely manner by:

- Answering your enquiries received by email, telephone or mail within 2 working days.
- Arranging for a visit from a Business Training Advisor within 10 working days of a request.

Information and Advice:

- We will offer employers advice on all their training needs and any associated funding.
- All full-cost company enquirers will be sent a proposal and quotation within 5 working days

Opportunities:

- In order to ensure that training solutions are relevant to your business needs a Business Training Advisor can visit you to discuss your requirements and if requested undertake a full Organisational Training Needs Analysis to assist in this process.
- Once your business need is identified we will endeavour to offer you appropriate solutions to meet that need at a time and a place to suit you and your staff.
- If we are unable to provide appropriate solutions to your organisation's training needs we will refer you to a brokerage service or signpost you to other providers.

At the start of a programme:

- We will provide the employer and the employee with clear and accurate information about the training content, duration, times, assessments/exams and any associated costs.
- Where appropriate we will send joining instructions to you or your employee/s 2 weeks before the start of the course or within 48 hours of the booking, whichever is appropriate.
- We will agree how information relating to progress is fed back to the employer

During a programme:

- We will provide high quality teaching and learning which takes into account individual learning needs.
- Programmes will start and finish promptly.
- Progress reviews and regular feedback will be provided as appropriate.
- We will give learners and their employer the opportunity to give us feedback on their experience.

After delivery of a programme:

- We will give learners and their employer the opportunity to give us feedback on their experience.
- We will measure the business impact of our training on your organisation at an agreed time after the training has been delivered.

We ask employers to:

- Provide any member of the Business Development Team with enough information to assist in identifying the most appropriate solution to meet your business needs.
- Keep us informed of any change of circumstances of any employee who is on a training programme with us, or if your training requirements change.
- Let us know quickly if we have not provided the service standards expected or if you have concerns about the progress of your employees.

- Brief learners about the nature of the training and any pre-work required, the organisations objectives in sending them on the programme, and how they will be debriefed after the event.
- Take advantage of opportunities to give us feedback on our service.
- Allow us to work with you to measure the impact of training on your organisation.
- Support your employee/s to complete their training.
- Pay any identified costs in accordance with the published terms and conditions.
- Let us know your thoughts on how programmes might be developed to meet the need of employers in your sector.

Health & Safety:

On our sites we will provide:

- A safe and healthy learning environment for your employees.
- Information about the Health & Safety policies and procedures of the College (Copies available on request)
- Risk Assessments, where appropriate.
- Advice on and access to PPE, where appropriate.

If you have a problem or complaint:

Please speak to the person delivering the programme, your Business Training Advisor, or the Services to Business Manager.

If you are still not satisfied, please contact the Quality Manager at Colchester Institute.

This Charter is reviewed on an annual basis. We welcome your comments.