



# Employer Charter

## Our Aims

To contribute to the development of successful business enterprise within the local and regional economy by:

- Identifying and meeting the training needs of employers, undertaking training needs analyses and making the best use of labour market information;
- Designing and delivering bespoke, flexible training programmes to meet employers' needs;
- Building mutually beneficial relationships with local employers across all industry sectors;
- Accurately referring employers if we are unable to meet their requirements.

## What you can expect from us

Before the start of the course or training programme

We will provide clear information on our courses, training programmes and qualifications including:

- The ways in which the course can be studied e.g. full-time, part-time, flexible learning, work-based assessment;
- Entry requirements for each course;
- Content of courses and how they will be assessed;
- Course costs and when/how to pay;
- Any additional financial or funding opportunities that may be available to the student/employee;
- The support services we provide for companies including arrangements for students with additional support needs.

On receipt of your enquiry, we will:

- Acknowledge your enquiry within 1 working day;
- Arrange for an advisory interview or training needs analysis within two weeks of receipt of your enquiry, where one is requested;
- Provide you with information regarding delivery of your training requirements within 5 working days.

We can conduct an advisory interview or training needs analysis which will:

- Enable you to identify the training and development needed to achieve the business objectives of your organisation;
- Enable you to discuss any requirements for employees with learning difficulties or disabilities;
- Provide further information regarding courses we can offer so that you can make an informed choice.

We will also:

- Provide you with the opportunity to view the facilities and resources at the College;
- Provide the opportunity for your employees to have an advisory interview with a member of College staff either in College or at your company premises.

## **At the start of the course or training programme**

We will provide a comprehensive induction programme, during which essential information will be given and explained to you, including:

- The structure and content of the course, and the ways in which it will be taught;
- Who will be teaching, tutoring or assessing;
- The course timetable, attendance times and dates of any holidays;
- How progress will be monitored and assessed, including an indication of the amount of homework and private study that will be required;
- College facilities and specialist equipment required for the course, if applicable;
- How and with what regularity, progress is reported and discussed with appropriate people;
- What will be expected of the employee as a member of the course and a student in the College community;
- How attendance will be monitored and the implications of poor attendance;
- Additional qualifications available;
- Educational visits and work experience opportunities, if applicable;
- How to make a complaint;
- How to appeal against any mark or grade awarded for work;
- Health & Safety and Safeguarding issues and procedures;
- Equality and Diversity Policy;

## **During the course or training programme**

We aim to provide to your employees:

- High quality teaching and training which takes into account individual needs and abilities, and which develops student attentiveness and concentration, their ability to work unsupervised, specific job skills and occupational competencies;
- Teachers and trainers, who set high professional standards, are committed to the promotion of learning and are competent and well qualified in their subject or vocational areas;
- A welcoming learning environment in which individuals are respected, irrespective of age, race, disability, gender, sexual orientation, marital status, nationality or religion;
- Prompt written feedback, supplemented, if necessary, with verbal feedback on work, indicating clearly how to develop learning and achieve an even better standard of work;
- Regular reviews of progress, constructive advice, support and feedback on achievement to the student and the employer, at least every 12 weeks (dependent on the course);
- Expert help and impartial advice;
- A well-managed and co-ordinated course that meets the expected outcomes;
- The opportunity for your employees to feedback what they like and dislike about the course and provide a variety of ways in which to raise issues including thorough course evaluations, student and employer surveys.

## **At the end of the course or training programme**

We will:

- Evaluate the learning experience of the employees and provide feedback to you;
- Maintain an ongoing relationship with the employer at a minimum of every six months;
- Seek your views on the services we provide to you on an annual basis and feedback the results of this survey, together with our proposed development actions, within 3 months of the survey.

## **Health and Safety**

We will provide:

- A safe and healthy learning environment for your employees;
- Full information about the College's health and safety policies and procedures for you and your employees;

- A risk assessment and information on any risk associated with the learning programme for you and your employees;
- Advice on, and appropriate access to, suitable personal protective equipment or facilities, where relevant to the course for your employees;
- Information on restrictions which apply to any action or activity for the student, e.g. restriction on the use of certain machinery or vehicles;
- Training for students on health and safety issues, where relevant, and on the appropriate use of equipment;
- Instructions to you and your employees on the procedures and reporting in the case of an accident.

### **What we expect from your employees**

#### Student's Responsibility

- A positive commitment to the training course and their individual learning goals;
- Punctual attendance at all required activities and an explanation of any absences to the course manager;
- Immediate contact with the College to notify absences or student resignation;
- Notification of intended absence in good time;
- Completion and submission of work on time;
- Co-operation with teachers and other College staff;
- Respect for others, regardless of differences in culture, ability, race, nationality, disability, gender, age, sexual orientation and religion;
- Safe and responsible behaviour at all times;
- Not giving offence to others by the use of inappropriate language, actions or behaviour;
- Care of equipment, facilities and buildings, and respect for other people's property;
- Concerns which may affect learning brought promptly to the attention of a member of staff, so that appropriate support can be offered;
- Compliance with College rules and regulations;
- Acceptance of responsibility to help keep the College clean and tidy.

### **What we expect from you, the employer**

We expect you to:

- Tell us your current contact details so we can communicate with you;
- Where appropriate, release the employee from work commitments to allow attendance at College;
- Let us know if for any reason this cannot happen;
- Let us know if an employee resigns or moves on from their original job if this impacts on course attendance;
- Let us have regular feedback;
- Let us know immediately if you have any questions, concerns or complaints;
- Pay all course fees promptly to the terms agreed;
- Sign and date a formal document which sets out who is responsible for payment – this is particularly important if you expect the employee to fund part of the fees him/herself, or if you have more than one student placed with us;
- Fully comply with current health and safety legislation;
- Actively participate in the promotion of equal opportunities for all.

Signed

Andy Forbes

Date

3 May 2016

Executive Director Business Development