

Employer Charter

Our Customer Service Commitment

We aim to provide training which is of the highest quality and responsive to employer and employee needs, as well as to develop positive, long term, relationships with employers.

What you can expect from us

- Clear and accurate information about training opportunities.
- Response to any telephone messages or e-mails.
- We will use "Out of Office" and voicemail to indicate when we are away from our desks for more than 24 hours with details of an alternative point of contact
- A flexible approach to meet your individual needs, including bespoke courses and the coverage of shift patterns.
- A suitable training agreement such as a Statement of Requirement, Service Level Agreement, Training Proposal or Contract detailing roles and responsibilities, including fees and agreed timescales before any training commences.
- Experienced and qualified staff to meet your training needs.
- Regular feedback on learner progress.
- A formal review of learner progress, at which you will be present.
- Our commitment only to work in a safe and healthy learning environment
- All learners will be given equality of opportunity to achieve their goals. They will be treated with respect and dignity.
- The opportunity to provide your comments on the training programmes through course evaluation surveys.
- An employer-focussed complaints procedure should you ever be unhappy with the service provided.
- A single point of contact to account manage your training.

What we ask of you

- To ensure employees attend training and assessment activities as agreed and are given sufficient opportunity to achieve
- To provide your employees with the opportunities to undertake tasks and collect evidence as required to meet their course objectives
- To supply resources as agreed at the start of the course
- To meet regularly with the College training staff and participate in the formal learner reviews
- To provide feedback in relation to any issues or concerns at the earliest opportunity and to complete course evaluation documents
- To pay invoices, where applicable, according to the terms in the Service Level Agreement
- To help the College as far as is reasonably practical, to ensure any statement of eligibility for funding is authentic
- To provide a point of contact to liaise with the SNC Training dedicated account manager.