



# Employers' Charter

The Newbury College mission is **“to be a Centre of Excellence for Learning, Business and Vocational Skills”**. For our employers we aim **“to help organisations in the public, private and voluntary sectors achieve their organisational objectives by identifying and addressing the learning and development needs of their most important resource: their people.”**

The Newbury College vision is to provide **“Inspirational learning for Business and the community”**. To achieve our vision, Newbury College Business Development solutions aims **“to be recognised as a first-in-class provider of learning and development services, providing inspirational learning for organisations locally, regionally and nationally.”**

## Aims of Charter

This Charter sets out our commitment to those who work with the college 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 or employee.

## Our commitments to you

### Enquiries

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

1. Responding to telephone calls within five rings
2. Providing feedback to telephone enquires within 1 working day
3. Acknowledging emailed or written enquires within 1 working day.

### Information / Business Development Team visits

1. If required a member of the Business Development Team will visit you to discuss and identify your business needs and if requested undertake an Organisational Needs Analysis to assist in this process.
2. 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
3. If we are unable to provide appropriate solutions for your organisation's training needs we will refer you to either a brokerage service or an alternative provider.

### At the start of a programme

We will provide the employer and the employee with:

1. Clear and accurate information about the course content, duration, times, assessments/exams and costs.
2. Agree how information relating to progress is fed back to the employer.
3. Information about the College, our policies and procedures, accessing learning resources and the facilities available.
4. Offer additional learning support, to help you through your programme (if required)

### During a programme

We will provide:

1. High quality teaching and learning which takes into account individual learning needs.
2. Programmes that start and finish promptly
3. Progress reviews and regular feedback.
4. Give learners the opportunity to evaluate the training during its progress and at the end of the programme

## We ask employers to

1. Provide any member of the Business Development Team with enough information to assist you in identifying the most appropriate solution to meet your business needs.

2. 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.
3. Let us know quickly if we have not provided the service standards expected or if you have concerns about the progress of your employees.
4. Brief learners about the nature of the training and any pre-work required, the organisation's objectives in sending them on the programme, and how they will be debriefed after the event.
5. Support your staff, allowing sufficient time for the employee's to attend sessions, assessments and/or exams.
6. Pay invoices to the agreed terms and conditions.

### **We ask employees to**

1. Make a positive commitment to the programme and strive to achieve their individual learning goals.
2. Be punctual and attend all sessions.
3. Complete and submit work on time

### **Health & Safety**

On our sites we will provide:

1. A positive, professional and accessible learning environment
2. Information about the Health & Safety policies and procedures of the College (Copies available on request)
3. Risk Assessments, where appropriate
4. Advice on and access to PPE, where appropriate
5. Undertake Risk Assessments (offsite), where appropriate

### **If you have a problem or complaint**

1. Please speak to the person delivering the programme, your Key Account Manager or the Business Development Executive.
2. If you are still not satisfied, please contact Fadia Clarke , Deputy Principal Director of Students, Q&C (Deputy Principal)
- 3.

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### **Continuous Improvement**

To help us to continually improve the products and services we offer, we will ask both the employer and employee:

1. To give us feedback on the Products and Services received
2. To let us know your thoughts on how programmes might be developed to meet the needs of other businesses in your sector.

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

This charter is available in different formats. Please contact the Marketing Department on 01635 845363.

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