

## Our mission is – Leading excellence in learning for jobs and careers

We aim:

- To offer employers and their staff accessible, flexible, high quality training programmes which are designed to suit them
- To develop the skills of the local community and existing workforce to the benefit of employers

## What we will do for you

We will:

- Respond to enquiries within 2 working days
- Give you a named contact who will act as your main point of contact
- Give you information about course content, qualifications and funding
- Provide well qualified, professional, experienced staff
- Give you the information you need before, during and after the programme. We will give you and your staff information packs, full induction programmes, regular contact about progression, opportunities for feedback and evaluation
- Support your business with general recruitment, traineeship, apprenticeship and hard to fill vacancies

## What we ask of you

We ask you to:

- Provide a safe and healthy working environment for training on your premises where appropriate
- Release staff for training
- Support employees on training programmes
- Give us feedback with comments or concerns on our service, product and experience
- Inform us about changes to staff and your business
- Participate in business forums or advisory groups to keep us informed of your business needs
- Offer tasters, presentations and where possible work experience opportunities

## If you want further information

We can provide you with:

- Contact information for our business engagement team
- Information on all of our services to businesses and individuals
- Information on our equality and diversity policy
- Full information on pricing and our terms and conditions
- Details of our complaints procedure

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