



What your employees on training courses can expect from us

Your employees can expect:

- a safe and healthy learning environment
- good quality teaching and learning
- regular reviews of progress and feedback
- prompt and efficient receipt of examination and assessment results.

What we ask from you

We ask:

- that you support your employees throughout the duration of their training, including any examination periods
- that you take advantage of the opportunities we provide to give us feedback on your experience of our service. The feedback will be published, as will the actions to address
- that, where applicable, you ensure invoices are paid in accordance with our published terms and conditions.

If things go wrong...

Bedford College Training Services aims to provide the highest possible standard of service, however we realise that in any organisation things can occasionally go wrong. If you have a problem or are unhappy with the service provided, please tell us by contacting:

Quality Department
Bedford College
Cauldwell Street
Bedford
MK42 9AH

Tel: **01234 291000**
Email: **feedback@bedford.ac.uk**

We will acknowledge your complaint in writing within three working days. Your complaint will be investigated and responded to by the senior manager responsible for the area to which the complaint refers within 21 working days.

Confidentiality

We will observe a strict duty of confidentiality at all times with regards to your affairs, not only when you are a customer, but also at all times in the future.

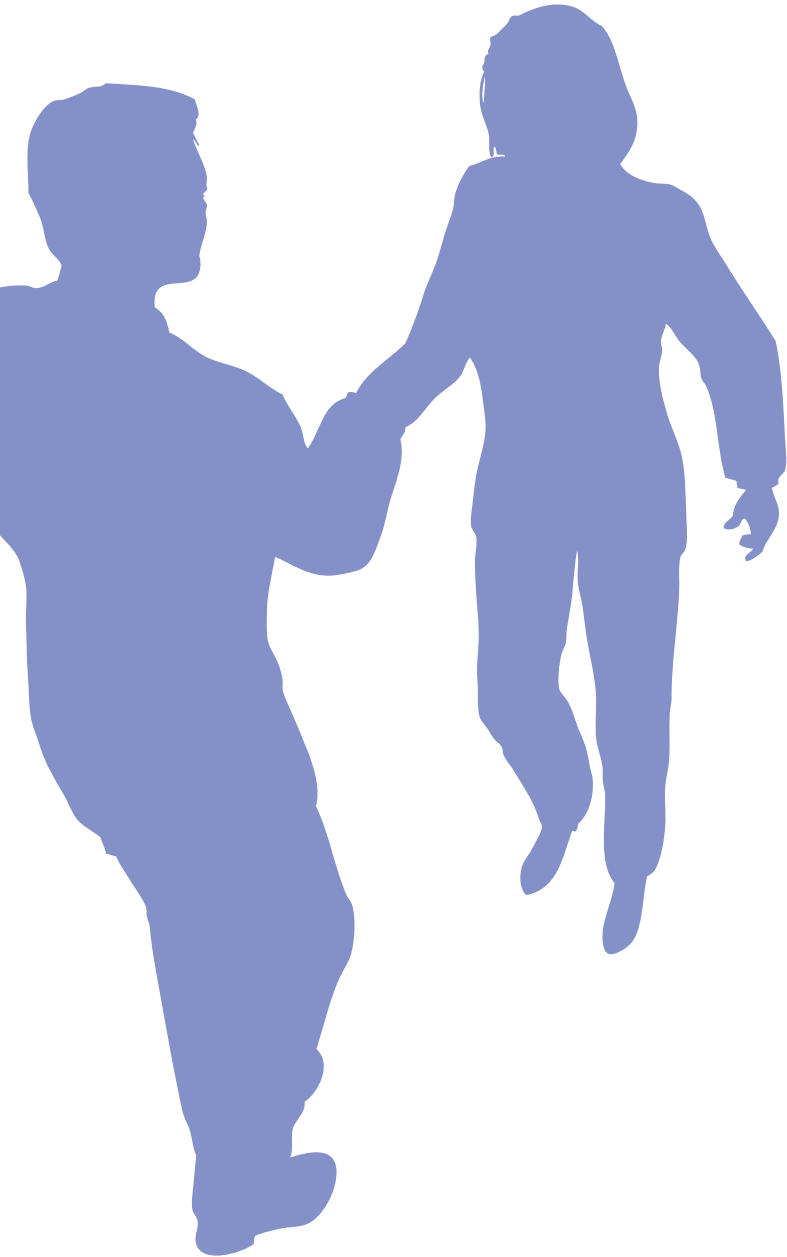
Our service standards

- All incoming enquiries will be dealt with efficiently and effectively to the customer's satisfaction.

We are open Monday to Thursday 9.00am to 5.30pm, Friday 9.00am to 4.30pm

- You will be given a contact name so that you know who to talk to within Bedford College.
- Where we are unable to provide training, you will be referred to an alternative provider on the College's approved referral list.
- On receipt of our short course booking form, we will acknowledge receipt by email within two working days and joining instructions will be sent to delegates within seven working days of the start of the course.
- For training delivered in the workplace, you will receive a detailed proposal, and we will keep you informed of progress and continually review your requirements throughout the delivery of the training.
- Should you have a complaint, we will investigate and respond to this within 21 working days as detailed in our complaints handling process.

BEDFORD COLLEGE TRAINING SERVICES CUSTOMER CHARTER



Our aim

At Bedford College we are committed to making a positive contribution to meeting the workforce development needs of the community by:

- working with employers to identify the training issues they want to address
- designing and delivering practical relevant training programmes to meet these identified needs
- building mutually beneficial relationships with local employers across all industry sectors
- referring employers to other training providers where we are unable to meet these needs.

How can you contact us?

You can contact us by:

- **telephone: 01234 291000**
- **fax: 01234 291979**
- **email: employertraining@bedford.ac.uk**

What you can expect from us

We aim to provide a high quality, responsive service to all of our customers. The College has a designated business development team who are responsible for liaising with employers, and to give you easy access to them we have a dedicated customer enquiry telephone line and email address.

On receipt of your enquiry, we will:

- respond quickly and efficiently to your enquiry
- provide you with a named contact so that you know who to talk to within the College
- if applicable, arrange a consultation with one of our business development managers to discuss and identify your training needs and, if requested, undertake an organisational needs analysis to assist in this process
- provide you with clear, concise information on the training solutions available to meet your needs so that you can make an informed choice
- provide you with a written proposal detailing the training solution package, including a full cost breakdown and available access to funding
- provide you with an opportunity to view the facilities and resources at the College, if applicable.

If we are unable to meet your needs, we will refer you to an alternative provider on the College's approved referral list.

Once you have confirmed the training package you would like undertaken, we will:

- ensure that our trainers/assessors are fully briefed on your training needs and objectives before they start working with you
- send you joining instructions for your course if delivered at one of our training venues
- arrange for a trainer/assessor, if applicable, to meet your employees to discuss and explain their training programme journey, and deliver inductions
- visit NVQ learners every three-four weeks and/or visit apprenticeship learners every 10-12 weeks at a time that suits you and your staff's needs
- regularly review NVQ learners progress, providing information, advice and guidance at the start, mid-way through and at the end of their programme
- continually review your requirements and maintain open communication to ensure that you are kept informed of progress, developments or changes relating to the training programme.

On completion of the training, we will:

- review the training with you to ensure that it has met the agreed objectives and take into account any suggestions for improvements
- discuss any further training needs you may have.