

## Hertford Regional College Employer Charter:

### *Our commitment to you*

#### **Before the training we will:**

- Keep you informed of our products and services
- **Respond to new enquiries within 3 working days**
- Provide additional information about advertised programmes and services or suggest alternatives
- Design bespoke, flexible training programmes to meet your individual requirements
- Agree indicators against which to evaluate the impact of the training on your business
- Provide clear information relating to all fees for our services
- Provide essential information such as dates, times, content, assessment, success criteria and a contact name

#### **During the training we will provide:**

- Well qualified, professional and experienced staff
- Activities and materials to suit individual needs and maximise potential
- Regular feedback and reports on progress
- The opportunity for you and your employee to provide feedback on all aspects of the training

#### **After the training we will:**

- Monitor and measure the impact of the training on your business
- Keep you informed of future products and services on offer

#### **Feedback:**

We are committed to providing high quality training and are very keen to know what you think of our service. To help us maintain and improve quality levels we will ask you to complete an employer survey questionnaire about the service you have received from us. If you have any issues, please raise these with your named contact in the first instance. You can contact our Business Solutions Development Manager, either in writing or by phoning our employer hotline, if you feel that your issue has not been resolved. If you have a complaint, you may progress it in line with our college complaint procedures.

In addition, we would urge you to consider taking part in the employer advisory boards and development committees that we organise to help us ensure that the training we provide meets the workforce development needs of the local community.

#### **The commitment we ask from you:**

- Support your employee throughout the duration of the course, including the provision of assessment opportunities
- Encourage your employee to bring to the attention of our staff any learning difficulty or disability so that we can assess appropriate support needs
- Provide appropriate, safe training facilities for on-site delivery
- Pay all invoices where applicable in accordance with agreed commercial terms
- Take part in the evaluation process measuring customer satisfaction and impact and encourage your employees to evaluate their learning experience
- Feed back immediately if you have any questions, concerns or complaints

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

Business Solutions

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