

# Employers Charter

**Tameside College will transform lives by offering first class “Education and Training” in order to improve employability and generate economic prosperity**

## Aims of Charter

Tameside College is passionate about its relationship with employers and about the excellent record it has delivering high quality education and bespoke training solutions for industry in industry. The needs of our customers are of paramount importance, we will strive to develop training solutions to meet their needs at every opportunity. This Charter sets out our commitment to those who work with Tameside 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

## Our commitments to you

### Enquiries

Tameside College will respond to all enquiries in a professional and timely manner by: -

- Responding to telephone calls within five rings
- Providing feed back to telephone enquires by the end of the next working day
- Acknowledging emailed or written enquires within three working days
- Arrange Meeting / Training Needs Analysis within ten working days

### Training Development Visits

- If required a Key Account Manager from the College's Employer Engagement Team will visit you to discuss and identify your training needs and if requested undertake training needs analysis to assist in this process
- Your Key Account Manager will be your single point of contact with the College. They will manage all your training enquiries and provide swift communication
- Once your need is identified we will offer you appropriate solutions to meet that need at a time and a place to suit you and your staff
- Where bespoke solutions are required our specialist staff will work with you to devise training programmes that give you an exact fit to your training need
- If we are unable to provide appropriate solutions we will refer you to either an alternative provider or a brokerage service in order to meet your needs

### At the start of a Training Programme

We will: -

- Issue clear and accurate information about the programme's content, duration, times, assessments / exams and costs
- Agree how information relating to progress will be fed back to the employer
- Provide information about the College, our policies and procedures, accessing learning resources and the facilities available
- Agree communication channels

## **During a Training Programme**

We will provide: -

- Highly qualified teachers (specialists in their field)
- High quality teaching and learning that takes into account individual learning needs
- Programmes that start and finish promptly
- Progress reviews and regular feedback as agreed
- Learners the opportunity to evaluate the training programme

## **We ask Employers To: -**

- Provide College staff with enough information to assist in identifying the most appropriate training solution that meets their business needs
- Assist Key Account Manager or other College staff with completion of Health and Safety Assessment to cover training delivered on employer premises
- Provide a safe learning environment for learners and College staff where training is delivered on employer premises
- Keep Key Account Manager informed of any change of circumstances of any employee or if your training requirements change
- Quickly inform Key Account Manager if we have not provided the service standards expected or if you have concerns about the progress of your employees
- Brief employees about the nature of the training, any pre-work required and the organisation's objectives for arranging the training
- Support their employees allowing them, where agreed, sufficient time to attend learning / assessment sessions
- Pay invoices to the agreed terms and conditions
- Take part in surveys to improve provision

## **We ask learners to: -**

- Make a positive commitment to the programme and strive to achieve their individual learning goals
- Be punctual and attend all sessions
- Complete and submit work on time
- Complete satisfaction surveys
- Provide accurate information for enrolment forms

## **Health & Safety**

On College Sites we will provide: -

- A positive, professional and accessible learning environment
- Information about the Health & Safety policies and procedures of the College (Copies available on request)
- Risk Assessments, where appropriate
- Advice on and access to PPE, where appropriate

**If you have a problem or complaint**

1. Please speak to your Key Account Manager
2. If you are still not satisfied, please contact the Assistant Principal-Employer Engagement

**TAMESIDE COLLEGE**

Beaufort Road  
Ashton-under-Lyne  
Greater Manchester  
OL6 6NX  
(0161) 908 6600