

Employers' Charter



East Berkshire College

Employers' Charter

Employers are at the heart of our business – whether you're sponsoring an employee on a course or purchasing training for your company. We want to ensure you get the best possible service for your employees and that we are providing courses and training to help your business succeed.

This Charter sets out our standards for working with employers – so you know what you can expect from us and how you can help your employees succeed.

Our mission: To provide high quality education so that our learners, whatever their ability, reach their potential.

Our aims: To provide high quality education and training that supports the needs of local business and industry thereby raising skill levels and supporting economic development.

Our commitment to you:

Information and enrolment

We will:

- respond to an initial request for information within 24 hours
- be responsive and flexible giving you impartial advice and guidance on the training options most suitable for you
- provide you with clear, accurate information about the course, including dates, times and assessment
- give you clear information about the costs involved and the process for enrolment and invoicing
- keep bureaucracy to a minimum.

Course delivery

We will:

- provide your employees with an induction to the course
- give clear information about assignments and assessment
- offer access to resources, facilities and equipment to ensure your employees can successfully gain the skills required and achieve their qualification
- give feedback and progress reports throughout the course
- offer advice and guidance about further training options.

Apprentices

If you take on an apprentice we will:

- visit you to give you more information about the programme
- help you and the apprentice to complete the paperwork
- sign a contract for the training, giving you clear information about your responsibilities and those of the apprentice and the College
- give you the name and contact details of your training adviser
- undertake regular scheduled visits to monitor progress in the workplace
- give you regular progress reports.

Feedback

We ask you to:

- tell us if there is any aspect of our service you are not happy with
- provide us with feedback about the service we have offered and the range of training we provide
- keep us informed of any changes of circumstance that are relevant to our work with you
- let us know if you are concerned about the progress of your employee
- encourage your employee to abide by the expectations set out in our Student Charter.

Course information

Information about our standard range of courses is available in our prospectuses or on our website at www.eastberks.ac.uk/courses. Please call 0845 373 2500 to request the latest edition.

Don't worry if you can't find anything suitable in the listing – our Business Development Services team can offer advice and guidance and a full training needs analysis if required. We will provide you with a tailor-made package where possible, and if not, refer you to another training provider who can help.

Pricing

The cost for most of our courses is published in the College prospectus and fees can be invoiced directly to you as an employer. All fees are fixed annually by the Board of Governors.

For courses that are tailor-made for you, the cost will depend upon the number of students and the nature of the training to be delivered. All fees will be fixed and agreed in advance with you. Please see our Pricing Policy for more details.

Complaints

If you are unhappy with any aspect of our service, please let us know as quickly as possible so we can address the issues, either through the course tutor or the Business Development Services team.

If you are still unhappy with the outcome you can make a formal complaint through the College Complaints Procedure.

You can obtain a copy of the Complaints Procedure by calling 01753 793000 or downloading it from the College website at www.eastberks.ac.uk.

Promoting access and opportunity

East Berkshire College values the diverse cultures, environments and communities of which it is a part. Within these communities there are a multitude of dimensions such as race, gender, disability, age, sexuality, beliefs, values, religions, class, cultures and lifestyles.

East Berkshire College strives to take a proactive approach in appreciating these differences and integrating them into the life and activities of the College.

Contacts

Course Information Line: 0845 373 2500

Business Development Services: 01753 443855

Email: employerenquiries@eastberks.ac.uk

Website: www.eastberks.ac.uk

Langley Campus:

Station Road, Langley, Berkshire SL3 8BY

Windsor Campus:

St Leonards Road, Windsor, Berkshire SL4 3AZ