

EMPLOYER CHARTER

Our mission is:

'to support employers in the north east to develop their people and grow their business'

You can expect us to:

Business Solutions:

- Have a genuine interest in and a positive impact upon your business
- Provide an assessment/advice service to analyse the skills gaps within your business to develop an appropriate training plan
- Work with clients to develop responsive and bespoke solutions to their needs
- Work in collaboration with partners to enable us to deliver a wider offer to clients
- Provide a formal proposal document detailing the services/solutions which have been discussed
- Provide proposals based on specific and realistic outcome targets reflecting employers' business needs
- Offer guidance on potential funding opportunities

Delivery:

- Deliver agreed training in a responsive and customer focused manner checking that the training is meeting client needs and delivering the expected benefits
- Deliver training solutions using qualified staff with industrial and commercial experience

- Fully brief the person delivering training on the background and rationale for the agreed training solution

Reviewing Delivery:

- Conduct Customer Service Reviews to measure performance, satisfaction and impact
- Review outcome targets
- Evaluate our services by issuing an annual customer survey

Contact:

- Handle enquiries promptly and flexibly with follow up visits usually arranged within 2 days
- Appoint an Account Manager for larger contracts to oversee delivery and provide one point of contact

General:

- Undertake regular reviews of our products and services against changing employer needs
- Respond immediately and effectively to any quality issues or concerns
- Provide nationally accredited certificates as acknowledgment of achievement