

Mission Statement and Employer Charter

The Newbury College mission is **“to create opportunities to transform lives”**.

Our Vision is to:

- Enable people to excel in their careers and in their lives
- Support business success by developing talented people
- Provide high quality resources for learning by securing and sustaining financial strength
- Build opportunities for all members of our community through an inclusive and respectful culture
- Deliver excellent learning, by appointing, retaining and developing innovative professional staff
- Act as a hub for the community to inspire the value of education
- Create a sustainable learning environment and reduce our impact on climate change

Newbury College’s Strategic Plan identifies Apprenticeships as a core business area for Newbury College and University Centre Newbury (UCN). Apprenticeship Outcomes aim to be in the Top Quartile of National Apprenticeship Overall Achievement Rates and for Employer Satisfaction to be Good.

For our employers we aim **“to help organisations in the public, private and voluntary sectors achieve their organisational objectives by identifying and addressing the learning and development needs of their most important resource: their people.”**

Aims of Charter

This Charter sets out our commitment to employers and businesses that work with the college. It is intended to indicate clearly the standards and levels of service employers should expect from the College, and our expectations of an employer.

Our commitments to employers and their staff

Enquiries

We will respond to all enquiries in a professional and timely manner by:

1. Responding to telephone email and written queries in a timely and responsive manner

Information

1. An appropriate member of the Sales Team, or other College representative will contact an employer to discuss and identify the business needs and, if requested, undertake an Organisational Needs Analysis to assist in this process.
2. Once the business need is identified we will endeavour to offer you appropriate solutions to meet that need at a time and a place to suit you and your staff
3. If we are unable to provide appropriate solutions for your organisation’s training needs we will, where possible, refer you to either a brokerage service or an alternative provider.

At the start of a programme

We will provide the employer and the employee with:

1. Clear and accurate information about the course content, duration, times, assessments/exams and costs.

2. information relating to progress is fed back to the employer.
3. Information about the College, our policies and procedures, accessing learning resources and the facilities available.
4. Additional learning support, to help your employee through their programme (if required)

During a programme

We will provide:

1. High quality teaching and learning which takes into account individual learning needs.
2. Programmes that start and finish promptly
3. Progress reviews and regular feedback.
4. Opportunities for learners to evaluate the training during its progress and at the end of the programme

We ask employers to

1. Provide any member of the team with enough information to assist you in identifying the most appropriate solution to meet your business needs.
2. Keep us informed of any change of circumstances of any employee who is on a training programme with us, or if your training requirements change.
3. Let us know quickly if we have not provided the service standards expected or if you have concerns about the progress of your employees.
4. Brief learners about the nature of the training and any pre-work required, the organisation's objectives in sending them on the programme, and how they will be debriefed after the event.
5. Support your staff, allowing sufficient time for the employee's to attend sessions, assessments and/or exams.
6. Pay invoices to the agreed terms and conditions.

We ask employees to

1. Make a positive commitment to the programme and strive to achieve their individual learning goals.
2. Be punctual and attend all sessions.
3. Complete and submit work on time

Health & Safety

On our sites we will provide:

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

If you have a problem or complaint

1. Please speak to the person delivering the programme or to Liam Faughnan, Apprenticeship Executive (l-faughnan@newbury-college.ac.uk 01635 845404)
2. If you are still not satisfied, please contact:

Shelly Van Meter, Head of UCN and Apprenticeships
Newbury College
Monks Lane
Newbury
Berks

RG14 7TD
(01635) 845

Email: s-vanmeter@newbury-college.ac.uk

Continuous Improvement

To help us to improve continually the products and services we offer, we will ask both the employer and employee:

1. To give us feedback on the Products and Services received
2. To let us know your thoughts on how programmes might be developed to meet the needs of other businesses in your sector.

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

This charter is available in different formats. Please contact the Marketing Department on 01635 845363.

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