

South Devon College

Employer Charter

Primary Purpose

To provide appropriately defined and relevant training services of the highest quality for businesses taking into account employer feedback and analysis of the market. To develop and manage positive and mutually beneficial relationships with businesses, employers and customer groups.

1. **What can you expect from South Devon College?**

- 1.1 Enquiries are handled promptly and flexibly within 5 working days of Initial request and are reviewed regularly against standards of customer service.
- 1.2 Tailored proposals will be based on specific and realistic outcome targets reflecting the employers' needs and presented in ways that recognise the employer's preferences and time frame.
- 1.3 Delivery staff and training resources will be reviewed regularly for performance, availability and quality. Employers will be referred to appropriate alternatives when we cannot provide a solution.

2. **A much safer and healthy learning environment:**

- 2.1 Qualified and competent staff, who will deliver high quality learning Opportunities, services and adopt a courteous and reasonable manner which Shows respect for all members of the College community.
- 2.2 Employers' targets agreed at the initial stage will be reviewed throughout delivery at an appropriate level and improvements will be made where agreed upon.
- 2.3 Learners will receive regular feedback on progress.
- 2.4 The opportunity for learners and employers to comment on delivery and relevance to the objectives agreed upon will be encouraged.
- 2.5 The opportunity to provide feedback on the College's overall performance is provided through an annual employer survey.

- 2.6 Invoices raised in a timely and accurate manner within the first beginning month of the course.
- 2.7 The Opportunity to participate in the sector groups which will provide the direction of the curriculum development and improvements.
- 2.8 The opportunity to participate in an annual skills summit discusses the skills development and the South Devon economy with the appropriate stakeholders.

3. **What we expect from you:**

3.1 We ask for a commitment from all employers to:

- Support their employees throughout the duration of their course, including any examination periods, and provide assessment opportunities where Appropriate.
- Encourage their employees to bring to the attention of the college any Learning difficulty or disability so that we can assess appropriate support needs.
- Encourage their employees to attend regularly punctually and working to the best of their abilities.
- Encourage their employees' to treat all students, staff and visitors with
- Courtesy and respect in accordance with the college's Equality and Diversity Policy.
- Pay all invoices, where applicable, in accordance with agreed commercial Terms.

4. **Equality and Diversity**

We are committed to equal opportunities and will endeavour to provide education And learning opportunities for all, regardless of race, gender, age, culture, sexual Orientation, Disability or background.

5. **Complaints**

Sometimes things don't always happen as we would like. At our college we are always willing to listen to put things right. We encourage employers to use the Feedback forms and inform employers of the changes we have made as a result of their feedback.

However, if you are not satisfied with our initial response, you can submit a written complaint by letter. All written complaints should be addressed to the Quality Manager,

6. **Feedback**

Your views about your experience with the college are important to us. To help us Maintain and improve quality levels, we ask you to complete an employer survey Questionnaire about the service you have received from the college. The results of these questionnaires are reviewed and acted upon by the appropriate areas within The College.

7. **Finance**

Supplier payments

We aim to pay our suppliers within their agreed terms of business which are usually a Payment within 30 days of the date of the invoice. To this end we make BACS Payments twice a month. Telephone queries from suppliers are usually resolved the same day.

Course Fees in Stages

Our tuition fee policy allows individual students to pay by instalments, to avoid Hardship. Payment by an employer for any course is due on enrolment or on receipt of an invoice, whichever is the earlier.

Outstanding Debts

If payment has not been received at the end of the month following the date of Invoice then a reminder is sent. All correspondence includes the following Statement "PLEASE IS ADVISED THAT OUR TERMS FOR PAYMENT ARE STRICTLY PAYMENT ON ENROLMENT OR ON RECEIPT OF INVOICE."