



New College Stamford
All round excellence

EMPLOYER CHARTER

A Guide for Employers
Brought to you by New College Stamford



Apprenticeships

The College Vision

“To be the leader in education and training for our region.”

The College Mission

“To enable learners to maximise their potential through outstanding teaching, learning and training.”

The aim of this charter

This charter sets out our commitment to those who work with New College Stamford 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 and employee.

What you can expect from us:

- To identify and meet the training needs of employers by undertaking training needs analysis and making the best use of labour market information.
- To provide appropriate and relevant training and services of the highest quality.
- To design and deliver bespoke and flexible training programmes to meet employer needs.

Before training we will:

- Provide clear information on our products and services.
- Respond to all enquiries within two working days.
- Where courses are scheduled or advertised, requested information will be provided within five working days.
- Arrange for a company training needs analysis or advisory interview to be carried out within one week, where one is requested
- Wherever possible suggest an alternative contact, if we are unable to meet your requirements.
- Agree a level of service with you and provide clear information relating to our courses, training programmes and qualifications including dates, times, fees, content and delivery methods. advise you of their non-attendance.

During training we will provide:

- A welcoming learning environment in which individuals are respected, irrespective of age, race, disability, gender, sexual orientation, marital status, nationality or religion.
- Well qualified and competent staff to deliver high quality learning.
- A well managed and co-ordinated course that meets the expected outcomes.
- Regular reports on progress to the employee and the employer.
- Support and feedback on achievement to the employee and the employer.



After training we will:

- Evaluate, monitor and measure the impact of the training on your business.
- Keep you informed of future products and services on offer.

We ask employers to:

- Provide us with sufficient information to assist us in providing the most appropriate solution to meet your training needs.
- Keep us informed of any change of circumstances affecting any employee who is on a training programme with us, or if your training requirements change.
- Let us know quickly if we have not provided the standard of service expected or if you have concerns about any aspect of the programme.

We ask employees to:

- Make a positive commitment to the programme and their individual learning goals.

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



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