



Middlesbrough College Employer Charter 2010 / 11

The College Mission

'Proudly working together to help you succeed'

The aim of the charter

The Charter sets out our commitment to all organisations accessing training with Middlesbrough College 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 your employees.

What you can expect from us

1. To identify and meet the training needs of employers by undertaking training needs analysis and making the best use of labour market information.
2. To provide appropriate and relevant training and services of the highest quality.
3. To design and deliver bespoke and flexible training programmes to meet employer needs.
4. Refer employers to alternative providers if we are unable to meet their requirements.
5. Excellent facilities within the College are available for both employers and their employees.
6. Keep you informed of our range of products and services through a variety of different media.
7. Present proposals and training solutions in a way that suits your needs.

Pre-course we will

1. Provide clear information on our products and services.
2. Respond to all enquiries within seven working days.
3. Arrange for an Organisational Needs Analysis to be carried out where one is requested.
4. If we are unable to meet your requirements, an appropriate alternative will be offered.
5. Agree a level of service with you and provide clear information relating to our courses, training programmes, and qualifications including dates, time, fees, content and delivery methods.

On course we will provide

1. A welcoming learning environment in which individuals are respected, irrespective of age, race, disability, gender, sexual orientation, marital status, nationality or religion.

2. Well qualified and competent staff to deliver high quality learning.
3. A well managed and co-ordinated course that meets the expected outcomes.
4. Regular reports on progress to the employee and the employer.
5. Support and feedback on achievement to the employee and the employer.

Post course we will

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

We ask employers to

1. Provide us with sufficient information to assist us in making the most appropriate solution to meet your training 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 standard of service expected of if you have concerns about any aspects of the programme.
4. Provide constructive feedback to help us improve and refine our provision.

We ask employees to

1. Make a positive commitment to the programme and their individuals learning goals.

Complaints

If you are unhappy with any aspect of our service, please contact the Assistant Principal for Employer Responsiveness on 01642 333260 as quickly as possible so we can address the issues.

If you remain dissatisfied with any aspects of our service and 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 the main switchboard number on (01642) 333333 or downloading it from the College website at

<http://www.mbro.ac.uk/Home/Libraries/Main%20Site/complaintform.sflb>

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