



Employer Charter

Employers are the heart of our business - our Employer charter sets out how we will work with you to meet your businesses training needs. Whether you are an employer sponsoring a learner, involved with one of our many training contracts i.e. Train to gain, or are seeking a tailored solution to your business needs. We aim to offer employers a responsive and professional skills and advisory service.

Our commitment to you – we will:

- respond to your initial request for information within 24 hours
- be responsive, flexible and honest, giving you impartial information, advice and guidance about the best training solutions to fit your requirements
- give you clear, concise information about training available, including times, costs, funding and the type of delivery
- give excellent customer service
- complete an Initial assessment and/or diagnostic screening
- provide a service level agreement or contract (as applicable)
- analyse the Impact of the learning on your business through to what the learner has developed in terms of skills and/or knowledge from the training
- give you progress updates on your employees, the learner
- deliver the provision within agreed timescales
- use quality resources and products which meet industry standards
- provide qualified delivery staff with current and up to date industry knowledge and skills

Programme delivery – we will:

- provide a comprehensive induction on all programmes
- offer access to resources, equipment and facilities in order for learners to gain the necessary skills and knowledge to achieve their programme
- provide clear information about course content and requirements
- give feedback and undertake reviews with each learner throughout the programme
- offer impartial information, advice and guidance about further training options



What we ask from you the Employer:

- that you fully commit to the agreed programme of training
- that you support your employees through all aspects of their training
- you or the appropriate line manager takes part in the learner review process
- you encourage your employees to meet the targets set in their individual learning plan
- that you support your employees by allowing suitable time off-the-job and encourage the support of any line managers
- that you take advantage of the opportunities we provide and give us feedback on your experience of our service
- that any contract, service level agreement and financial arrangements are honoured within agreed timescales

Course information:

Information about our courses is available through our prospectus or on our website www.options2.net/courses please call 01604 871100 for the latest edition.

If you can't find what you are looking for call one of our Business Development team. We complete a lot of our work on a bespoke basis and are happy to come to visit and complete an occupation needs analysis. In the event that 'Options 2' is unable to meet your training needs, we will gladly offer advice regarding other local training providers who are known to be high quality and who may be able to help you.

Complaints

If for whatever reason you are not happy with our service ... we ask you to please tell us.

Speak in the first instance to your nominated contact. However if you feel that the problem has not been resolved then please contact the Managing Director on 01604 871100. If the Managing Director is



unavailable, a representative will get back to you within 24 hours. If at this stage you still feel that the issue has not been resolved to your satisfaction, you may instigate our official Complaints Procedure.

Your complaint will be investigated in accordance with our Complaints Policy a copy is available by calling 01604 871100.

Health and Safety

Options 2 are committed to ensuring that locations where learning takes place are safe. This includes our own premises, external venues and employer premises. Risk assessments will be carried out as appropriate.

Safeguarding

We recognise that we have a duty to safeguard and promote the welfare of all learners. We are committed to promoting the welfare of young people and vulnerable adults receiving education and training through our provision.

Equality and Diversity

We are committed to equal opportunities and understand it is a right of everyone on a programme with us to be treated with respect and dignity, in an environment where diverse experiences and backgrounds are valued.

Employer enquiries are dealt with promptly by our trained staff and you can expect to receive a named contact that will normally respond to your enquiry within 24 hours week days (72 hours weekends) except for Christmas and some Bank Holidays.



We wish to thank all employers who use Options 2.

Points of contact for all Employer enquiries:

01604 871100

www.options2.net

info@options2.net

Please complete section below:

Options 2	Client or Organisation:
Signature:	Signature:
Print name:	Print name:
Date:	Date:

This charter is reviewed annually, we welcome your feedback!