

Business Charter

business solutions @ northbrook

Our Quality Standards

Our Aims and Objectives

To become the preferred local supplier of corporate training and development

By providing:

- A unique professional service delivery
- Continuous quality improvement
- Diverse range of services to meet business needs
- Excellent value for money

What you as a business and employer can expect from us

The college seeks to provide an effective learning environment for all employed students and strives for continuous improvement in the quality of its services. This Charter is a commitment to provide a high quality of service to our business clients and to ensure that our services are relevant and effective.

What you can expect from Northbrook:

- Courteous, competent and responsive customer care from enquiry through to enrolment and beyond
- The opportunity to receive a free on-site business analysis review
- A comprehensive training needs development plan
- Allocation of a dedicated business adviser to take you through all your training and development requirements and to ensure a professional business relationship can be nurtured
- A safe and secure working environment
- 3 i nformation, advice and support available to you
- A healthy and safe working environment if delivery is on the college premises
- Sensitivity to all equality and diversity issues
- Delivery by lecturers and trainers who pride themselves on their professional capabilities and who are highly competent in their specialist disciplines

The quality of our service will be measured by :-

- Availability of clear information prior to commencement of training
- Timely response to your enquiry
- Understanding of your Business training needs
- Training represented value for money
- Content of training was relevant to your organisations needs
- Positive impact upon your business objectives

Before attending or receiving a programme of study you can expect to receive:

- A clear statement of all costs related to the course
- The course timetable and attendance requirements
- Details of how and with what regularity progress will be reported
- Details of how attendance will be monitored and the implication of non attendance

At the commencement of the course or training experience you will be assured of receiving:

- A welcoming induction to the college
- 5a` yd_ Sf[a` aXfZWefcbUfgdMS` V Ua` fWf aXfZWfcd[[Y bdaYcd_ _ WS` V fZVWVWfHk methodology
- Details of the trainer responsible for delivering the provision

Immediately following completion of the programme of study we will:

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- Evaluate the programme from the employer's perspective
- Implement quality improvements based upon the feedback received to ensure the employer's and employee's "voice" is recognised within the quality assurance review

What the college expects from your employees:

- Accept responsibility for their own learning
- Attend regularly and punctually all required activities and to account for any absences
- Complete all work required to a satisfactory standard
- Read, accept and comply with the college's rules and regulations and conduct responsible behaviour at all times
- Maintain healthy and safe working practices
- Adhere to the college's Equality and Diversity policy
- Assist the college in maintaining a safe and secure environment by identifying themselves when requested
- 3UWVf S` k dVSea` ST`WSUf[a` fs] W Tk fZWUa`WVWSe S dVeg f aX` a` Xgy^_ Wf aXfZVWV requirements

What the college expects from you as a business and employer:

- Pay all charges by the due date
- Complete the required sponsorship documentation at time of enrolment
- Provide up to date contact details in order that we can communicate with you effectively
- Advise us if an employee is no longer being supported for any reason
- To release your employees from work commitments [where relevant] to attend and complete the programme of study
- Provide us with regular feedback
- Advise us immediately if you have any concerns or wish to make a formal complaint

