

# West Suffolk College Employers' Charter

## Our promise to you:

### Pre Course we will:

- Keep you informed of our products and services
- Respond to new enquiries within two working days
- Wherever possible suggest an appropriate alternative contact, if we cannot provide the required product or service
- Where programmes are advertised, upon request comprehensive course information will be provided within five working days
- Agree a level of service with you prior to commencing any delivery
- Provide clear information relating to all fees for our services
- Provide essential course information such as dates, times, course content, assessment, success criteria, commitment required and how we will report absence and learner success

### On Course we will provide:

- Well qualified staff
- Planned learning activities using appropriate learning materials
- Regular absence reports
- Regular reports on progress

### Post Course we will:

- Monitor and measure the impact of the training on your business

### Cancellations

- If, due to unforeseen circumstances or low recruitment, we are unable to deliver our service we will give five working days notice of cancellation and wherever possible an alternative will be offered.
- Where a programme or service is cancelled due to circumstances outside the control of the College an alternative will be offered.

### Complaints

- Should you be unhappy with any aspect of our service we will ensure that complaints are acknowledged within five working days and a written response is sent within ten days.
- Formal complaints should be addressed to the Principal.

The implementation of the charter will be monitored regularly.