

## **Charter for Employers**

### **East Riding College's Mission**

East Riding College will be proactive in the economic and social development of the region, working in partnership to provide access to the highest quality of education and skills training to meet the needs of individuals, employers and the wider community.

### **Introduction**

East Riding College is committed to offering employers and individuals the opportunity to access high quality learning through a flexible delivery platform. The College places employer engagement high on its agenda and is one of its key priorities. The College's Employer Engagement Team is responsible for driving this agenda forward and engaging employers to meet the national skills agenda and enhances competitive advantage.

This Charter defines the College's values and philosophy for working with employers. This Charter has been developed to detail what can be expected from us and what we expect from customers and employers. It is reviewed once a year to ensure its appropriateness.

### **The College's Employment Engagement Aims:**

- To play a leading role in the economic development of the East Riding and surrounding geographical area.
- To provide an effective 'one stop' service for employers through the College's Employer Engagement Team.
- To be the provider of choice for local employers in the region.
- To create opportunities for training intervention in businesses and across employer sectors.
- To differentiate the College from other providers through delivering a learning platform which is based on quality and flexibility.
- To provide employers and learners with a learning platform supported through a variety of funding channels.
- To utilise existing staff commercial knowledge and to integrate employers' perspective into the curriculum areas through Employer Advisory Groups and other employer meetings.
- To establish the College as a centre for business advice, training, consultancy and funding information.
- To encourage progression routes for employees through accessing appropriate funding streams.
- To develop pro-active, strategic partnerships with employers to identify and provide their future training needs.

The College is committed to the design and delivery of flexible programmes for employer training requirements, whatever the size and type of organisation. The College will contribute to the success of local industry and the economy in general by providing training and development for existing and future employees.

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## **Service Standards**

East Riding College will provide a high quality and responsive service which impacts positively on employers' productivity and individuals' personal needs. This will be achieved by providing:-

- Training Needs Analysis to ascertain training and development needs within companies.
- Access to a College Broker who will support organisations through the business development process.
- Clear and accurate information on the various training options with a written proposal of our offering.
- Flexible training platforms delivered either in the College or on employers' premises.
- Information and alternative modes of delivery and the range of progression routes available.

In providing the above service, East Riding College will recognise the needs of organisations and deliver training in accordance with the following: -

- Delivery in the workplace which recognises different work practices.
- Date and time convenient to clients, which will be agreed at the proposal stage.
- Programme content tailored to business and individual needs.
- Training which is normally linked to qualifications.
- Support for individuals to achieve their goals

Employees will be offered a learning experience which includes:-

- All individuals will receive a comprehensive induction programme which includes initial assessment..
- Quality teaching and training, taking into account individual needs and abilities, which develop their skills and experience.
- A welcoming learning environment in which all individuals are respected.
- Impartial advice and guidance from trained and experienced staff.
- Managed and co-ordinated programmes that meet employers' agreed expectations detailed within the proposal.

## **Addressing the Expectations of Employers**

The Charter commitments apply to employers sending employees on courses or accepting students on work placements.

- Where employers recruit students from the College, employers are entitled to information regarding what that learner is likely to know, understand and be able to do. This will be provided in the form of a reference from the Course Tutor.
- Employers offering work experience will be briefed and supported by the College.
- Employers will be given the opportunity to give their views on the quality of provision.
- The College identifies employer needs through its liaison with employers through the Employer Advisory Groups, contact with LEAs, the LSC, Chambers of Commerce, Sector Skills Council, Schools, Universities, the Connexions Service and other agencies.
- The College will continue to work in partnership with other organisations within the community.

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## **Communication**

- The College will ensure effective lines of communications in order to facilitate a highly responsive service.
- The College will be customer focussed and deal with all enquiries in a courteous and effective way.
- All enquiries will be processed and an appropriate response made within 5 working days.
- Staff working with customers will act in a way consistent with the wishes of the customer and must respect confidentiality and security constraints at all times.
- The College will assign a named broker who will be able to give guidance to employers on the services available at the College.

## **What is Expected from Employees**

- Commitment to the College course and individual learning goals.
- Compliance with College rules and regulations appropriate to training in the College or the workplace.

## **What we Expect from the Employer**

- A working environment with appropriate Health and Safety legislative policies in place.
- To notify the College of any Health and Safety issues which would affect the attendance of College staff at the workplace.
- A working environment with appropriate Equal Opportunities legislative policies.
- To release staff from work commitments (inform us if this can not happen).
- Let us know if an employee changes role or leaves the organisation.
- Meet with the College at least once during the training.
- Pay all course fees where necessary – or agree other arrangement if an employee is paying part.
- Agree to the payment conditions (where necessary) of East Riding College.
- Keep us informed of current address contact details.

## **Seeking Employers Views**

To ensure that employers are considered by the College and influence the service offering, the College will use a variety of methods to collect employers' views. The collection of these views will include:

- **Employer Visits** – performed by a College Broker. Information from the visit will be collected and maintained on the College's Customer Relationship Management system to analyse and inform the College's offering.
- **Employer Surveys** - the College will survey the views of employers to measure our effectiveness and evaluate our service.
- **Employer Advisory Groups** – Each appropriate College curriculum area has an Employer Advisory Group. These groups will meet once a term providing a link between the College and Industry. Although they are advisory rather than executive in nature, they are essential in informing the development of the College's curriculum offering to meet employers' needs.

## **Compliments and Complaints**

It will be the intention of the College to provide a high standard of service to external customers at all times. However, in the case of receipt of a complaint about poor service, an appeal against financial irregularities or an adverse report on service generally, college staff will be committed to

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resolving the complaint and dealing with it in a consistent and timely manner as detailed within the College's Charter. In the first instance, employers are encouraged to discuss a complaint with their named relationship manager. If this is not resolved satisfactorily, the complaint can be formalised through the College's compliments and complaints procedure. This is available on request.

This policy has been reviewed to ensure that it has no intentional potential adverse impact on an individual or group of individuals because of their gender, ethnicity or disability equality have been identified and maximised.