

Employer Charter

Our commitment to employers:

- A dedicated person will work with you to assess your organisational development needs and recommend flexible solutions, making the best use of Government funding to reduce your training and recruitment costs.
- We will provide a first class support service to you, which means we aim to: answer telephone calls within 4 rings; respond to telephone enquiries within 48 hours and to written communications within 3 working days; offer meeting dates within 1 working week of an enquiry and respond to complaints within 10 working days.
- We will continually improve our service and will measure our progress through an annual Employer Survey, Mystery Shopper activities and analysis of comments.

We ask employers to:

- Support employees throughout the duration of their training programme, including examinations and assessments.
- Provide feedback on the learning experience of your employee and the service you receive.
- Help us understand your business objectives and longer term strategy.

Our commitment to learners:

- We provide an appropriate introduction to both the College and enrolled course.
- We seek and act upon learners' feedback, gathered through a variety of methods including learner surveys, forums and end of programme questionnaires.
- We undertake regular structured progress reviews.
- We offer access to all College facilities including: advice and guidance; confidential counselling and student union.
- We return work handed in for assessment within agreed timescales.
- We offer a welcoming, safe and healthy environment in which to learn.
- We employ qualified and commercially experienced staff, providing excellent standards of teaching and assessment.
- We will find ways of helping learners to apply their new skills and knowledge to improve their performance and that of your organisation.



We ask that employers encourage their staff to:

- Demonstrate a positive commitment to their learning programme.
- Be punctual and attend all sessions, giving advance notification of absence.
- Bring all necessary equipment and folders to workshops and meetings.
- Complete all work within given timescales and discuss with staff any concerns that may affect learning, in order that support can be arranged.
- Comply with the rules and regulations of the College and awarding bodies.
- Be respectful of peers, staff, other stakeholders and the College environment and be mindful that discrimination of any sort is not acceptable.

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