

## Employer Service Standards

- We will respond to all employer enquiries within 48 hours during the working week.
- Our Business Development team will visit within 7 working days of the initial enquiry or at your convenience.
- We will send you a proposal of our business solution within 5 working days of our visit.
- We will send pre-course information to every learner at least 5 days prior to the start of delivery.
- We will deliver a comprehensive induction to learners on the first day of the course.
- We will give you an overview of the results of the Skills for Life Initial assessments completed by staff on long programmes.
- We will conduct a learner review on progress within the first 8 weeks of the programme that will be shared with you.
- Our Quality department will complete an observation of the teaching, learning and assessments conducted by our staff at least once per year.
- We will provide progression information at the end of the course.
- We will conduct sample employer and learner surveys to gain feedback on the course delivery.
- We will measure the impact of the training against your chosen KPI as per proposal.
- We will acknowledge all feedback; compliments and complaints within 2 working days and respond within 5 working days.
- We will provide an annual report to all stakeholders.