



# Customer Charter

The Warrington Business School is committed to helping our employer customers improve performance and become more competitive. We trust our people and only employ people with the attitude and aptitude to make a positive difference to your training. Our people are our most important asset. Each member of the team is expected to be personable, attentive to your needs, act in a professional manner and improve our service in response to your changing needs. We believe in our training programmes and in providing our customers with the kind of service they will enjoy, not just expect.

## As a customer, you can expect:

### Choices

To have your needs thoroughly analysed – before, during and after training

To be presented with clear solutions that understand and meet your needs

To be an active partner in planning, training and delivery

To understand the training choices available and how they can improve and impact on your organisation

To develop the basic skills of your organisation along with work related training

### Skills and Knowledge

To be a partner and be supported in co-creating your training plan and goals

To be connected to an expert familiar with your sector

To be supported in taking risks and developing your understanding of unfamiliar areas

To have access to training that will improve your people and drive your organisation's performance

The Warrington Business School's new products and services

### Learning Environment

To have access to flexible training that will minimise disruption and costs

To have access to experts who are able to extend and develop your understanding of training and its impact

To have access to learning resources that meet the needs of your people

### Feedback

To participate in assessment activities

To provide feedback on your experience to help us improve our service

## As a training provider, we expect your :

### Commitment

To support your people in attending all scheduled training appointments and reporting absences

To inform us of your changing needs and requirements

To encourage a positive attitude to your training and learning goals

To comply with the rules and regulations of the college, qualification board, funding bodies and other stakeholders

To adhere to Health and Safety procedures

To determine, evaluate and measure the impact of our services on your business

To encourage progression and the development of skills

### Integrity

To communicate with a member of staff about any concerns so that appropriate support can be identified

To promote respect for others regardless of their ethnic background, sexuality, gender, religion or personal circumstances