

Employer Service Standards

- A central point of contact will be available to all employers.

- All calls will be answered in 5 rings during office hours or within 1 working day of a message being left.

- Enquiries to the College website will receive a response within 1 working day.

- The employer will be given the name, role and contact number of the member of the Workforce Development Unit who will manage their enquiry.

- An appropriate training solution will be given to the employer within three working days.

- Employer enquiries will be dealt with by the same person through to conclusion.

- If the Workforce Development Unit is unable to meet the enquirer's needs, the named contact will offer other high quality training providers who may be able to help.

- On the initial visit a business analysis will be undertaken and a delivery solution discussed. A detailed training proposal will be drawn up within 7 working days.

- Once the training proposal is accepted the employer will receive a signed agreement.

- Delivery of the training will be in accordance with the signed Training Plan.

- Where possible additional support needs will be met.

- The Workforce Development Unit will provide ongoing monitoring of the provision. Full

feedback on progress will be given to both the learner and employer.

- The Workforce Development Co-ordinators/Workforce Development Manager will arrange a follow-up call within 3 months of the completion of training to review training outcomes.

- Any complaints will be dealt with initially by the College's complaints procedure.

- All information given by the employer and learner will be confidential within the terms of the contract and kept according to the Data Protection Act.

- The Workforce Development Unit will endeavour to meet the needs of employers, businesses and learners.



Hugh Baird College, Balliol Road, Bootle L20 7EW
0151 353 4444 www.hughbaird.ac.uk

The College is committed to Equal Opportunities

Hugh Baird
COLLEGE 