

Skills UK Ltd has an excellent reputation for working successfully with local, regional and national organisations. We work in collaboration to design and implement training programmes for the workplace, based on operational business priorities and business outcomes.

Our Aims:

To contribute to the development of successful business outcomes within the local, regional and national economy by:

- Providing flexible training solutions designed to meet the needs of your organisation;
- Accurately assessing your organisation's training needs;
- Delivering training and development using highly trained staff with high quality resources and facilities.

These training programmes are aimed at improving the competency and skills of your workforce and may be funded through Workplace Learning, European Social Funding or Apprenticeship funding.

What you can expect from us prior to the training programme:

- An advisory meeting to discuss your desirable business outcomes and training needed to achieve these;
- Accurate information on the most appropriate training;
- Fees will be clearly set out and agreed by you prior to the commencement of training;
- We will provide accurate and timely information on our courses, training programmes and qualifications including: flexible delivery options;
- We will take into account your business priorities, a timetable of delivery and reviews;
- We will provide support services including advising of opportunities for you to access funding or reduce the cost of your training;
- Access to additional support for employees with disabilities or learning needs;
- Information, advice and guidance for each employee prior to training;
- A comprehensive induction to the learning programme/s.

A health and safety check will be completed to ascertain whether any support is required to ensure you meet the necessary legislative requirements. We will check and monitor that your employee is in a safe and healthy learning environment. Our staff are competent and qualified to conduct these Health and Safety risk assessments.

What you can expect during the training programme:

- Highly competent and professional delivery teams with vocational expertise;
- A welcoming learning environment;
- A commitment to equality and diversity;
- A safe learning environment, with training on health and safety, safeguarding which promotes the safety and welfare of children, young people and those adults deemed 'vulnerable';
- Explanation of what constitutes extremist behaviour and how to recognise when individuals are vulnerable to radicalisation;
- Promotion of British values;
- High quality training taking account of individual abilities with prompt feedback;
- We will gather and act on your feedback to improve what we do;
- We will hold your information in accordance with current data protection laws;
- Three way learner progress reviews carried out at regular intervals;
- Well-managed training that meets the agreed outcomes.

What you can expect after the training programme:

- Opportunities for employees to review and evaluate their learning;
- Suggestions of relevant progression opportunities;
- Evaluation of the benefits of training to your organisation.

In return, we expect a commitment from you, the employer to:

- Provide us with as much information as possible regarding your training requirements and expectations;
- Enter into communication which supports your employees' learning experience;
- Equality and diversity;
- Encourage employees to inform us about any disabilities or learning needs;
- Allow sufficient time at your place of work or other agreed venue for employees to complete the enrolment process, including literacy and numeracy assessments and support your employees throughout the duration of their training programme, including during examination or assessment periods;
- Provide opportunities for assessment in the workplace as appropriate;
- Let us know as soon as possible if your operational requirements change and this prevents you from releasing your employees for agreed training;
- Encourage employees to complete all set work and attend all sessions punctually and treat our staff with respect;
- Report any concerns regarding extremist behaviour or signs of radicalisation in your staff to the appropriate authority or Skills UK's Safeguarding Officers;
- Give us feedback on the service you receive;
- Pay all invoices in accordance with our financial terms and conditions.

We would like your employee/s to:

- Make a positive commitment to their training and the achievement of their learning programme;
- Attend punctually and inform the tutor or assessor if they are unable to attend classes or need to cancel an assessment;
- Tell us of any concerns they have which may affect their learning in order that we can offer appropriate support;
- Complete and submit work and assignments within agreed timescales;
- Participate in the evaluation of the learning that they have undertaken.

Compliments, comments and complaints:

We are keen to receive feedback from you about the service we provide. We would like you to feel free to pass any compliments or complaints through your dedicated Skills UK staff contact or our website at www.skillsuk.org. Please address compliments, comments and complaints to:

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We look forward to working with you.