



Statement of Service
&
Training Services Customer Charter

Customer Statement of Service

1 What your employees on training courses can expect from us

Your employees can expect:

- a safe and healthy learning environment
- good quality teaching and learning
- regular reviews of progress and feedback
- prompt and efficient receipt of examination and assessment results.

2 What we ask from you

We ask:

- that you support your employees throughout the duration of their training, including any examination periods
- that you take advantage of the opportunities we provide to give us feedback on your experience of our service. The feedback will be published, as will the actions to address
- that, where applicable, you ensure invoices are paid in accordance with our published terms and conditions.

3 If things go wrong...

We always aim to deliver our training programmes to the highest possible standards of service however, we realise that in any organisation things can occasionally go wrong. If you have a problem or are unhappy with the service provided, please tell us by contacting:

Training and Development Manager | Mitera Training Academy | Unit 2a Grampound Road Ind Est | Grampound Road | Truro TR2 4TB

Tel: 01726 884402

Email: enquiries@taylorsofgrampound.co.uk

We aim to acknowledge receipt of any query regarding problems or complaints within 5 days. Your complaint will normally be investigated within 15 working days. If your complaint is more complex, or involves people who are not available at the time, this may be extended to 20 working days.

4 Confidentiality

We will observe strict duties regarding confidentiality, not only when you are an active customer, but consistently for the future.

5 Our service standards

- All incoming enquiries will be dealt with efficiently and effectively to the customer's satisfaction.
- **We are open Monday to Friday 09:00am to 5.00pm**
- You will be given a contact name so that you know who to talk to within Mitera Training Academy.
- Where we are unable to provide training, where possible, you will be signposted or referred to an alternative provider.
- On receipt of our short course booking form, we will acknowledge receipt by email within two working days and joining instructions will be sent to learners within seven working days of the start of the course.
- For training delivered in the workplace, you will receive a detailed proposal, and we will keep you informed of progress and continually review your requirements throughout the delivery of the training.

Should you have a complaint, we will investigate and respond to this within 20 working days as detailed in our complaints policy.

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6 Our aim

At Mitera Training Academy, we are committed to having a positive impact on staff retention, training costs and ultimately the best care for service users. **We will achieve this by:**

- working with employers to identify the training issues they want to address
- designing and delivering practical relevant training programmes to meet these identified needs
- building mutually beneficial relationships with employers across relevant Health and Social Care Sector
- referring employers to other training providers where we are unable to meet these needs.

7 What you can expect from us

We aim to provide a high quality, responsive service to all of our customers. The Academy has a team who are responsible for liaising with employers, and to give you easy access to them we have a dedicated customer enquiry email address – enquiries@miteratraining.co.uk

On receipt of your enquiry, we will:

- respond quickly and efficiently
- provide you with a named contact so that you know who to talk to within the Academy
- if applicable, arrange a consultation with the Training and Development Manager to discuss and identify your training needs and, if requested, undertake a training needs analysis to assist in this process
- provide you with clear, concise information on the training solutions available to meet your needs so that
- you can make an informed choice
- provide you with a written proposal detailing the training solution package, including a full cost breakdown and available access to funding
- provide you with an opportunity to view the facilities and resources at the Academy, if applicable.
- If we are unable to meet your needs, where possible, we will signpost or refer you to an alternative provider.

Once you have confirmed the training package you would like undertaken, we will:

- ensure that our trainers/assessors are fully briefed on your training needs and objectives before they start working with you
- send you joining instructions for your course if delivered at our training centre in Grampound Road
- arrange for a trainer/assessor, if applicable, to meet your employees to discuss and explain their training programme journey, and deliver inductions
- visit apprenticeship learners every 10-12 weeks at a time that suits you and your staff's needs
- regularly review Apprenticeship learners progress, providing information, advice and guidance at the start, mid-way through and at the end of their programme
- continually review your requirements and maintain open communication to ensure that you are kept informed of progress, developments or changes relating to the training programme.

On completion of the training, we will:

- review the training with you to ensure that it has met the agreed objectives and incorporating where possible, any suggestions for improvements
- discuss any further training needs you may have