

EMPLOYER CHARTER

The College of West Anglia is a large general further education college operating mainly in the East of England with a reputation as a centre of excellence for teaching and learning, innovation, creativity and enterprise.

The college has a reputation for working successfully with local, national and international organisations and has demonstrated an ability to design and implement training programmes for business, based on operational business priorities and improving competitiveness.

Our commitment to you

Our commitment to employers is based on the recognition that you are our customers and our partners, and so we will:

- Provide you with a 'One Stop Shop' access to our services
- Develop learning programmes which accommodate varied working patterns and learning styles and which allow flexible access to training in the workplace and/or in college
- Track the skills requirements of the workforce and other training opportunities to meet skills shortages
- Work in partnership with you to upgrade the skills of your employees by developing and delivering learning programmes which meet the training needs you identify
- Provide a range of training programmes, from basic skills to strategic planning, to develop the full range of your staff, from operatives through to senior managers
- Ensure that college staff continuously update their skills and knowledge and are fully aware of the changing demands of commercial and public sector environments
- Provide levy-paying businesses with effective support in utilising their apprenticeship levy account in line with their training and development requirements

By these means, we will develop an effective and productive relationship with our employer customers and partners, and provide learning processes which contribute to sustained improvement in business performance.

We aim to:

- Respond to initial enquiries within two working days
- Provide you with information, advice and guidance
- Provide you with information on the progress of learners on our programmes
- Evaluate and feedback each training programme within ten working days of completion