

## **Bedford College Customer Charter & Statement of Service**

### **Aim of service**

At Bedford College we are committed to making a positive contribution to meeting the workforce development needs of the community 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 local employers across all industry sectors
- referring employers to other training providers where we are unable to meet these needs.

### **What you can expect from us**

Bedford College is committed to providing a high quality, responsive service to all of our customers. The College has a designated business development team who are responsible for liaising with employers, and to give you easy access to them we have a dedicated customer enquiry telephone line and email address.

On receipt of your enquiry, we will:

- respond quickly and efficiently to your enquiry
- provide you with a named contact so that you know who to talk to within the College
- if applicable, arrange a consultation with one of our business development managers to discuss and identify your training needs and, if requested, undertake an organisational 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 College, if applicable

If we are unable to meet your needs, we will refer you to an alternative provider on the College's approved referral list.

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 one of our training venues
- arrange for an Assessor, if applicable, to meet your employees to discuss and explain their training programme journey so that they have a clear understanding of what they can expect from our service
- deliver training programme inductions for all QCF learners
- visit QCF learners every 3-4 weeks and/or visit apprenticeship learners every 10-12 weeks at a time that suits you and your staffs' needs
- regularly review QCF learner 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 take into account any suggestions for improvements
- discuss any further training needs you may have.

### **How can you contact us?**

You can contact us by:

- telephone: 01234 291747
- email: [training@bedford.ac.uk](mailto:training@bedford.ac.uk)

### **Our commitment to quality**

Bedford College holds the international quality standard Recognised for Excellence (R4E) by the British Quality Foundation, which evidences the consistent focus on continuous improvement in all the key areas of an organisation, including leadership, processes, people and customer results.

Bedford College's Student Services and Enterprise Delivery team has been accredited with the national Matrix quality standard for information, advice and guidance, enabling us to offer high quality, impartial advice to learners.

We regularly obtain feedback from customers to seek ways in which we might improve the service we provide.

### **Confidentiality**

We will observe a strict duty of confidentiality at all time with regards to your affairs, not only when you are a customer, but also at all times in the future.

### **Customer complaints**

Bedford College aims to provide the highest possible of standard 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:

Quality Department  
Bedford College  
Cauldwell Street Bedford  
MK42 9AH  
Tel: 01234 291000  
or by visiting [www.bedford.ac.uk/contact](http://www.bedford.ac.uk/contact)

We will acknowledge your complaint in writing within three working days. Your complaint will be investigated and responded to by the senior manager responsible for the area to which the complaint refers within 21 days.