

# HOW WE HELP OUR LEARNERS, EMPLOYERS AND THE COMMUNITY

West Berkshire Training Consortium is a not-for-profit training provider with strong charitable objectives and a commitment to high quality training. Our Customer Charter outlines the guiding principles of WBTC and our vision for the future. We always have been and always will be totally dedicated to enriching the lives of the young people in our local community. We do this by providing Apprenticeships and training for people in partnership with employers.

Our Customer Charter commits us to standards of behaviour and service that are true to our charitable values. Since 1983 we have delivered excellent opportunities that have transformed the lives of learners and employers alike. This charter sets out our vision for the future and how we will strive to meet the needs of all of our customers.

Our vision:

*To be the leading provider of quality training and employment services in the region.*



## STANDARDS OF SERVICE

### Professional Image

1. WBTC will use positive role models when marketing itself to help inspire all learners to get involved.
2. WBTC will champion equality and diversity through all its communications.

### Enquiries from Learners & Employers

1. WBTC will answer all external calls within 4 rings.
2. WBTC will aim to see any learner who calls into our premises at the time of their arrival and deal with their enquiry.
3. WBTC will aim to see any learner for an impartial interview within 2 working days of their enquiry.
4. WBTC will aim to visit any new employer for an impartial advice and guidance meeting within 2 working days of their enquiry.
5. WBTC will maintain meticulous records of learner and employer contact to ensure a continuity of service is maintained. All records will be kept in line with current Data Protection legislation and good practice.

### Duty and Care

1. WBTC will help ensure all learners are safe when on our premises and promote safeguarding with our partners.
2. Equality & Diversity and safeguarding will be embedded in all WBTC's learning programmes.

### Quality of Advice & Guidance

1. WBTC will provide impartial information, advice and guidance to all learners and employers.
2. WBTC will signpost learners and employers to other approved service providers as appropriate.
3. WBTC will strive to ensure that the organisation is accredited to provide impartial information, advice and guidance.

### Training & Assessment Delivery

1. WBTC will aim to maintain success rates at 80% or higher.
2. WBTC will invest in high quality training materials and premises and ensure that they are safe, clean and tidy.
3. WBTC will deliver good qualifications and ensure that training staff are delivering approved and inspiring workshops.

### Feedback and Celebration

1. WBTC will ensure that every learner achievement is celebrated with a Learner Celebration Strategy.
2. WBTC will recognise the contribution of employers through the Investment in Training Awards.
3. WBTC will formally seek feedback from all customers and report on the findings.

## OUR GUIDING PRINCIPLES

- 1 The learner is at the centre of every decision and activity at WBTC.
- 2 Each and every learner and employer will receive a high quality and personalised service.
- 3 All learners, employers, partners and staff will feel valued and respected.
- 4 WBTC will display honesty and transparency in all that it does.
- 5 WBTC staff will take ownership for the success of the charity, its learners and employers.
- 6 Working at WBTC, doing business with WBTC and learning at WBTC will be fun and rewarding.



*By following these principles WBTC will create the perfect conditions for a service that enriches our local community.*

## HOW OUR PRINCIPLES WORK IN PRACTICE

- 1. The learner is at the centre of every strategic and operational activity at WBTC**
  - a. WBTC will be open to all learners and respond quickly to learner needs.
  - b. WBTC will make it easier for young people to get into learning and work.
  - c. WBTC will show how every business decision benefits our learners.
- 2. Each and every learner and employer will receive a high quality and personalised service**
  - a. WBTC will aim for higher success rates than other providers.
  - b. WBTC will be a welcoming place for learners who require additional support or who face barriers to participation in learning and work.
  - c. WBTC employees will be great role models to inspire learners.
- 3. All stakeholders and staff will be valued and feel respected**
  - a. WBTC will treat all stakeholders as individuals and ensure they learn in a safe environment.
  - b. WBTC's priority will be good relationships between learners, employers and WBTC staff.
- 4. WBTC will display honesty and transparency in all its dealings**
  - a. WBTC will be open and honest in its communication.
  - b. WBTC will provide impartial advice and guidance at all stages of our service.
  - c. WBTC will promote equality, diversity and fairness among its learners, employers and staff.
- 5. WBTC staff will take ownership and responsibility for the success of the charity, its learners and employers**
  - a. All WBTC employees will focus on their responsibilities with the end objective in mind; providing first class service to its learners, stakeholders and employers.
  - b. WBTC as a whole and its employees will be accountable for its service and seek feedback on how we can improve.
  - c. WBTC will seek to provide good value for money when spending public funds on learners and employers, reducing waste wherever possible.
- 6. Working at WBTC, doing business with WBTC and learning at WBTC will be fun and rewarding**
  - a. Learners will experience interesting and rewarding training sessions.
  - b. WBTC will provide excellent pastoral support to learners, employers and staff alike.
  - c. WBTC will be supportive to any staff idea that builds relationships and makes working life fun.

**If you feel that WBTC has not upheld the standards of our Customer Charter or if you would like to give us any feedback on our service then please email me on [matt@wbtc-uk.com](mailto:matt@wbtc-uk.com) or call 01635 35975.**

  
**Matt Garvey** Managing Director of WBTC