EMPLOYER CHARTER
Knights Training Academy Employer Charter

Employers have been a constant focus for our business. With our joined reputation for excellence and expertise, together with the ability to respond to and embrace demand-led training, makes us the natural choice for industry focused training across the south region.

This charter sets out Knights Training Academy’s standards for working with employers. It lets you (as the employer) know what to expect from us and in return, how you can support your employees to be successful.

Our Mission
Throughout this expansion, our key mission, goals and values have remained the same. Our mission is to be an outstanding academy committed to the success of our learners & employers. Our focus is on meeting national and regional education, skills and employment goals for individuals. We will inspire individuals of the communities, we serve to achieve success by providing:

➢ The best possible opportunities for learning and skills development
➢ A creative and exciting partnership with our staff
➢ A welcoming, safe and supporting environment

Our Aims
To continue to develop the company’s responsiveness to employers’ needs, building on the existing partnerships with Sector Skills Councils and through National Skills Academies to provide high quality education and training that supports the needs of employers, raise skill levels and supports economic development.
Our commitment to you:

**Information and Enrolment**
We will:

- Respond to an initial request for information within 2 working days in a positive, flexible and impartial manner and provide you with advice and guidance on possible training solutions
- Provide you with clear, accurate information about the training offer and where appropriate, provide you with a Service Level Agreement – setting out the details of the training offer
- Provide you with the support you need to guide you through government funding processes

**Course Delivery**
We will:

- Agree training objectives with your company
- Develop individual training plans for your employees
- Provide your employees with an appropriate course induction
- Provide both the employer and employee with clear information about the training and assessment process
- Provide access to appropriate resources and facilities to support training
- Provide both the employer and employee with feedback and progress reports throughout the course
- Carry out an impact assessment at the end of the training against the company objectives established in the Service Level Agreement
- Explore further training options with you to support company training needs and provide progression opportunities for employees

**Apprenticeships**
If you are considering employing an apprentice, we will:

- Provide you with the comprehensive information to inform your decision provide you with the support to complete all paperwork
➢ Produce a Service Level Agreement giving you clear information about your responsibilities and those of the apprentice and the college
➢ Undertake regular scheduled visits to monitor progress, complete training reviews and establish training targets
➢ Provide you with regular progress reports

Feedback
We ask you:

➢ Let us know if there is any aspect of our service that doesn’t meet your expectations
➢ Encourage your employee to complete the courses training evaluation
➢ Complete the annual employer satisfaction survey, this is available on-line or in paper form
➢ Keep us informed of any changes of circumstance that are relevant to our work with you
➢ Contact us if you are concerned about the progress of your employee
➢ Encourage your employee to meet the expectations set by the college

Complaints
If you are unhappy with an aspect of our service, please let us know as quickly as possible so that we can address the issues. This can be done via the trainer/tutor or via the member of the Apprenticeship Team responsible for your training.

If you are still unhappy with the outcome you can make a formal complaint through the Complaints Procedure.