



Farnborough College
of Technology

Business Services



Business and Employer Pledge

What you can expect from us

- A dedicated telephone and email hotline to manage all your enquiries during the business hours of 08:30 to 17:00 Monday to Thursday and 08:30 to 16:30 on Friday (01252 407299 and business@farn-ct.ac.uk)
- A professional and prompt response to all communication and requests
- A range of information about our courses widely available through course leaflets, adverts, brochures, e-marketing and via our web site
- Information, advice and guidance on the range and content of courses available at the College
- Clear information on the fees applicable to courses and access to advice on any funding that might be used to support the cost of training
- Referral to another provider if we are unable to offer suitable training to meet your business needs
- An opportunity to identify how the training selected is intended to support and develop your business
- A welcome pack containing information about the course and the College's services for businesses
- Suitably qualified and professional trainers and assessors
- Regular reports and effective communication to keep you informed of your employee's progress
- An opportunity to feedback on College courses and services at regular intervals
- An opportunity to identify unmet training needs throughout the duration of the course
- Regular contact from the College including newsletters, new course offers and an invitation to participate in forums relevant to your industry/sector, tailor made to suit business specific needs
- The opportunity to benefit from the College's **Business Plus** service

Employer Complaints

Any concerns will be dealt with by the Director of Business Development and will be responded to within 5 working days of receipt. In cases where the issue cannot be resolved satisfactorily, referral will be made to the formal College Complaints Procedure.

...making lighter work of your training needs



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What we ask from you

- To actively encourage and support your employees to complete their planned course
- To actively participate in the assessment and review process with your employees
- To provide your employees with access to the resources required to complete and achieve their course objectives
- To allow your employees the time and opportunity to practice their skills in the workplace and develop their competence and compile portfolios (where appropriate)
- To meet legal requirements with regard to Health & Safety, Equality & Diversity and Disability Discrimination
- To participate in providing feedback on the quality of the training and service received including how this has met your business objectives
- To update the College as soon as possible about any changes in the circumstances of any employee
- To tell us when we don't meet your expectations or if you have any concerns

Business Plus

Business Plus is an enhanced service involving a partnership between the Business and the College where both parties work together to develop training and assessment solutions to support the business's needs. The nature of this partnership will differ on each occasion based on the individual business.

The Business Plus service includes:

- A named Business Plus Manager to provide a central point of contact for **all** courses delivered for your business
- An initial visit to identify your training requirements and discuss the content of programmes and methods of delivery
- Support to analyse the training needs across your business and agree objectives for the training planned
- Development of a comprehensive training plan where requested
- Your Business Plus Manager will provide a central point of contact for **all** training delivered for your business
- Regular monitoring visits from your Business Plus Manager to review progress, gather feedback and identify any additional training needs (visits will be a minimum of quarterly or as requested by individual businesses)
- A review of how successful the training has been in meeting your business objectives including feedback on levels of service and delivery
- An opportunity to develop case studies and success stories to support the promotion of the College services and your business
- Invitations to Business Plus dedicated special events