



Employer Charter

Bury College

Millennium Centre Market Street
Bury BL9 0DB
Tel: 0161 280 8280

Woodbury Centre Market Street
Bury BL9 0BG
Tel: 0161 280 8426

Prospects Centre Market Street
Bury BL9 0DY
Tel: 0161 280 8280

Beacon Centre Market Street
Bury BL9 0AT
Tel: 0161 280 8280

Link House 35 Walmersley Road
Bury BL9 5AE
Tel: 0161 797 4325

<http://www.burycollege.ac.uk/>
email: information@burycollege.ac.uk



Employer Charter

One of the Top
Ten FE Colleges
in the Country



- Developing Individual Potential
- Inspiring Excellence
- Promoting Prosperity Through Knowledge

Lynda Sinkinson

Executive Director Learning & Quality

Millennium Centre, Market Street, Bury BL9 0DB

Tel: 0161 280 8428 Email: lynda.sinkinson@burycollege.ac.uk

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Z/Quality

Bury College undertakes to take all reasonable steps to provide the teaching, examination, assessment and other training services set out in its prospectus, Charter, course leaflets and Student Handbook. It does not, however, guarantee the provision of such educational services, programmes and facilities. Bury College reserves the right to amend, withdraw, cancel, alter or amalgamate any part of the programmes, locations, facilities and costs at any time. Should circumstances beyond the direct control of the College interfere with its ability to provide educational services, programmes and facilities, Bury College undertakes to use all reasonable steps to minimise the resultant disruption to those services, programmes and facilities.

Bury College for Business

EMPLOYER CHARTER

What you can expect from Bury College For Business:

- Information using clear, plain language in a format that suits your needs
- Highly trained staff, appropriate accommodation and quality resources
- A welcoming learning environment in which individuals are respected and encouraged to succeed
- Delivery of quality teaching and learner support which takes into account individual needs and requirements
- Progress reviews and feedback to ensure employees/employers are aware of their progress on a regular basis
- Opportunity for employers and employees to evaluate the course and provide feedback so that we can improve what we do
- Our commitment to a professional and responsive customer service across all courses and services we offer

To support your business training advice needs, we will:

- Provide an accurate assessment of your organisational training needs through one of our experienced Business Development Advisors
- Identify a range of training programmes which attract government funding support (eg. Train 2 Gain, Apprenticeships) etc, and/or design bespoke training programmes and services
- Provide accurate and timely information on our courses, training programmes and qualifications, including flexible methods of delivery, course entry and requirements, course content, method of assessment and other support services available to enhance learning or reduce cost
- Endeavour to deliver training at a time and location appropriate to your organisation needs, including your own company premises where appropriate
- Advise you of other business agencies and organisations who may be able to offer additional advice to support your company needs if we cannot help
- Address initial enquiries within 3 working days and provide a named contact liaison person

Feedback Procedure

We welcome your feedback. Your views and comments are important in helping us to improve our services to employers. If you wish to complain about our services we are always willing to endeavour to put things right.

- In the first instance take the matter up with the person or manager responsible for the service. Your problems may be resolved informally
- If your problems or issues are not resolved informally, you may wish to make a formal complaint at this stage and if so you should put it in writing or complete a feedback form. Feedback forms are available on reception on all main centres and in the Learning Resource Centres, in Student Services and on the Bury College website. We can provide assistance to help you complete the form.
- You will receive an initial response within 10 working days. We will investigate your complaint and respond directly stating the outcome.
- If you feel dissatisfied with the outcome, you can take your complaint to the Executive Director of Learning and Quality who will ensure that the matter is dealt with by the relevant Senior Manager. The Executive Director of Learning and Quality will monitor this process closely.

You are entitled to have your complaint regarded as confidential.

- If you still feel that the problem has not been satisfactorily resolved you may take your complaint to the Principal. The decision of the Principal is final.

You have the right to complain if you feel the College has not met any of the requirements of this Charter.

A copy of the Bury College Complaints and Appeals Procedure and Bury College feedback form is available on College centres and on the Bury College website www.burycollege.ac.uk

To support work placements or employment for college students, we will:

- Provide a clear statement of the intended learning outcomes of the placement
- Provide a clear statement of your responsibilities and those of the College for making assessments and supervising students
- Ensure that your comments on performance are included in student assessment
- Provide a reference and information about students' achievements and details of his/her study

What we expect from you:

- Detailed information regarding your training requirements and expectations
- Support for your employees throughout the duration of their training programme, including examination or assessment periods
- Timely information on changes in operational requirements which may prevent you from releasing your employees for agreed training
- Feedback on the service you receive
- Prompt payment of all course fees according to the terms agreed
- Release of your employee from work as agreed to allow attendance on the course
- Current contact details (address, telephone number, email etc.) so that we can communicate with you in a timely manner

What we expect from your staff:

- A positive commitment to training and achieving their individual goals
- Punctual attendance and timely notification of intended absence
- Completion and submission of work/assignments on time
- Respect for others (in accordance with our Equality and Diversity Policy) and compliance with the rules and regulations of the College
- Concerns, which may affect learning are brought promptly to the attention of staff so that appropriate support can be offered
- Co-operation with College staff and shared responsibility for their learning

Developing Individual Potential Inspiring Excellence Promoting Prosperity Through Knowledge

The Bury College Learner Charter is a statement of our endeavour to give you the highest quality service of education and training.

At Bury College we continually review our services to our learners and all other clients, in order to improve quality and responsiveness.



Lauran Chatburn
Principal