

City of Wolverhampton College Employer Charter

Our commitment to employers:

- A dedicated person will work with you to assess your organisational development needs and recommend flexible solutions, making the best use of Government funding to reduce your training and recruitment costs.
- We will provide a first class support service to you, which means we aim to: answer telephone calls within 3 rings; respond to telephone enquiries within 48 hours and to written communications within 3 working days; offer meeting dates within 1 working week of an enquiry and respond to complaints within 10 working days.
- We will continually improve our service and will measure our progress through an annual Employer Survey, Mystery Shopper activities and analysis of complaints.

We ask employers to:

- Support employees throughout the duration of their training programme, including examinations and assessments.
- Provide feedback on the learning experience of your employee and the service you receive.
- Help us understand your business objectives and longer term strategy.



Awarded for excellence



INVESTOR IN PEOPLE



European Union
European Social Fund
Investing in your future



Leading learning and skills

Our commitment to learners:

- We provide an appropriate introduction to both the College and enrolled course.
- We seek and act upon learners' feedback, gathered through a variety of methods including learner surveys, forums and end of programme questionnaires.
- We undertake regular structured progress reviews.
- We offer access to all College facilities including: advice and guidance; confidential counselling; crèche and student union.
- We return work handed in for assessment within agreed timescales.
- We offer a welcoming, safe and healthy environment in which to learn.
- We employ qualified and commercially experienced staff, providing excellent standards of teaching and assessment.
- We will find ways of helping learners to apply their new skills and knowledge to improve their performance and that of your organisation.

We ask that employers encourage their staff to:

- Demonstrate a positive commitment to their learning programme.
- Be punctual and attend all sessions, giving advance notification of absence.
- Bring all necessary equipment and folders to workshops and meetings.
- Complete all work within given timescales and discuss with staff any concerns that may affect learning, in order that support can be arranged.
- Comply with the rules and regulations of the College and awarding bodies.
- Be respectful of peers, staff, other stakeholders and the College environment and be mindful that discrimination of any sort is not acceptable.

Contact us:

Telephone: 01902 427448

Email: employerenquiries@wolvcoll.ac.uk

Website: www.wolverhamptoncollege.ac.uk/employer

Core hours: 8.30am to 5pm Monday to Thursday, 8.30am- 4.30pm Friday