



BusinessToBusiness

CUSTOMER CHARTER & STATEMENT OF SERVICE

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| Quality Policy |
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Business To Business (B2B) Ltd is committed to providing the highest quality of service to all of our customers and aspiring to our goal of becoming the provider of choice for quality training and professional development. We aim to meet the workforce development needs of the communities that we work with by:

- working with employers to identify the training issues they want to address
- designing and delivering practical relevant training programmes to meet these identified needs
- building mutually beneficial relationships with local employers across all industry sectors
- referring employers to other training providers in the local area where we are unable to meet these needs.

What you can expect from us

B2B is committed to providing a high quality, responsive service to all of our customers. We have a designated business development team who are responsible for liaising with employers.

When you contact us you will be put in touch with the most appropriate person to discuss your requirements and you will know the name of the person you are dealing with.

On receipt of your enquiry, we will:

- respond quickly and efficiently to your enquiry and, if applicable, arrange a consultation with one of our team to determine your specific requirements
- provide you with clear, concise information on the training courses and qualifications available to meet your needs – including course content, entry requirements, assessment methods and support services available – so that you can make an informed choice
- provide you with a written proposal detailing the training available, including costs and available access to funding
- provide you with an opportunity to view the facilities and resources of B2B, if applicable.

Once you have confirmed the training you would like undertaken, we will:

- ensure that our trainers/assessors are fully briefed on your training needs and objectives before they start working with you
- send you joining instructions for your course if this is to be delivered offsite
- arrange for an Assessor, if applicable, to meet your employees to discuss and explain their training programme journey so that they have a clear understanding of what they can expect from our service and the outcomes that will be achieved
- deliver training programme inductions for all NVQ learners
- visit NVQ learners every 3-4 weeks at a time that suits your and your staffs' needs
- regularly review NVQ learner progress, providing information, advice and guidance at the start, mid-way through and at the end of their programme
- continually review your requirements and maintain open communication to ensure that you are kept informed of progress, developments or changes relating to the training programme.

On completion of the training, we will:

- review the training with you to ensure that it has met the agreed objectives and take into account any suggestions for improvements
- discuss any further training needs you may have.

How can you contact us?

You can contact us by:

- telephone: 01452 886626
- email: info@b2b.org.uk

Our commitment to quality

- B2B is working towards the Training Quality Standard, which highlights training providers' excellence in responsiveness to employers' needs and particular vocational areas.
- B2B has undergone a positive inspection by Ofsted in October 2008
- B2B has been accredited with the national Matrix quality standard for information, advice and guidance, enabling us to offer high quality, impartial advice to learners.
- We regularly obtain feedback from customers to seek ways in which we might improve the service we provide.

Confidentiality

We will observe a strict duty to confidentiality at all time with regards to your affairs, not only when you are a customer, but also at all times in the future.

Customer complaints

Business To Business (B2B) Ltd aims to provide the highest possible of standard of service, however we realise that in any organisation things can occasionally go wrong. If you have a problem or are unhappy with the service provided, please tell us by contacting:

Lynn Allford
Quality Director
Business To Business (B2B) Ltd
Adamson House Business Centre
9 School Lane
Quedgeley
Gloucestershire
GL2 4PJ

Tel: 01452 886626 or 07753823478

Email: lynn@b2b.org.uk