



QMS POLICY

The implementation of this Policy must always be carried out in conjunction with and meet the requirements of the GDPR Policy.

CUSTOMER CHARTER & SERVICE STANDARDS

Introduction

We regard our customers as both employers and learners. This Customer Charter is our promise to you of what you should expect from our business; our employees, the training and learning products and services we offer and the way we deliver them to you. Our purpose, *connecting industry and education*, is at the heart of our Charter and embodies our commitment to improve the quality of the customer service offer.

Who we are

The Engineering College was founded in 1998 to combat chronic skills shortages in the engineering, construction, and manufacturing sectors. Since then, we have trained more than 10,000 students, contributing to a vibrant, sustainable regional engineering industry. We deliver vocational training, apprenticeships, BTEC & HNC Courses over a range of engineering disciplines.

Our Vision: To inspire a new generation of young engineers.

Our Mission: To be effective, efficient, responsive and innovative in connecting industry with education through outstanding technical training, education and assessment services, delivering 1,000 trained engineers to industry by 2030.

Our Values: We will always act professionally, with integrity, and strive for excellence

This Customer Charter sets out the standards of service you can expect to receive, centred on five core themes:

- Excellent Delivery and Professional Service
- Effective & Efficient Communications
- Accessibility of Information
- Values
- Encouraging Feedback



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Excellent Delivery and Professional Service

We will:

- Treat you fairly and with respect, courtesy, and empathy.
- Provide accurate information, advice, and guidance, at every touchpoint.
- Ensure our employees are able to provide high quality customer care, being friendly, professional, knowledgeable, and motivated.
- Clearly publicise our product delivery and range of in-centre services, detailing how these may be accessed.
- Ensure that we become easier to deal with and add value to our customers.

Effective & Efficient Communications

We will:

- Respond to any e-mail or telephone message left within two working days of receipt
- Ensure that all staff have an active 'out of office' reply issued should you send an e-mail when they are away from College.
- Deal with your request the first time you contact us, or as soon as we can.
- Refer you to another member of staff, if more appropriate, to resolve your query.
- Always track your query, and work to ensure that it is resolved, keeping you updated on progress.
- Ensure that all correspondence from College is personalised so that you know who it is from, with appropriate contact information.
- Ensure that all communications linked to formal College procedures are adhered to within the established timescales of those procedures.

Accessibility of Information

We will:

- Make more of our services available online, to use at a time that suits you.
- Provide online information that is clear, available, and up to date.
- Make our information available through a range of media.
- Respond to your changing needs, recognising the evolving nature of work and digital expectations.

Values



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Together with our established core values to act professionally, with integrity, and to strive for excellence, we will:

- Ensure that College is welcoming both in its environment and its culture.
- Endeavour to meet your individual needs.
- Provide staff members that are student focused.
- Provide a solution-focused response to any query.

Encouraging Feedback

We will:

- Welcome all feedback and wherever possible, make it easy for you to pass on your comments, compliments or suggestions about the service you receive in a safe and straightforward way.
- Respond to your feedback.
- Encourage your feedback so that College can seek to improve its service levels.
- Maintain an easily accessible Complaints Policy which sets out the process for complaint handling including who will deal with your complaint and the timescales when we reply.

In return

We ask you to provide us with accurate information, to tell us when something changes, and to treat our staff with respect.

More Information

A wide range of further useful College information can be found on our web page at <https://www.theengineeringcollege.co.uk>

We hope that you find this Customer Service Charter useful and relevant. We welcome your suggestions on how we could improve it. You can give such feedback either by calling the Customer Relations Team on 0151 666 1028 or email crt@theengineeringcollege.co.uk.