

Lynher Training Customer Charter and Mission statement (includes Access to training and assessments)



Our mission is to:

- provide high quality training and assessments, including Apprenticeships.
- Support Employers in upskilling their workforce, and encourage and support Employers with apprenticeships.
- meet demands of customers, advising / providing industry recognised qualifications.
- make training available to everyone - employers, employees, self-employed and unemployed, improving core skills, employability career prospects, increasing productivity.
- encourage new start-ups/ entrepreneurship.
- maintain a sustainable offer, enabling sustainable development for business, and continued access for all.
- be environmentally sustainable.

Our commitment to our customers

We believe that you, our customers come first, and that you are entitled to expect the highest quality of provision, including excellent customer service from us. We strive to give you this by working with you to ensure that our services meet your needs.

We always ask that you/ your candidates complete feedback forms at the end of courses. We constantly strive to make improvements to our products and services therefore your feedback to help us do so is very important. Please help us to make continuous improvements and if you have comments to make about any of our products or services, please contact our Admin Team admin@lynher.com or telephone 01822 832232

Access to Training and Assessments

Lynher Training is committed to equality of opportunity and to a culture that respects difference. We recognise that equality of *access to education* is crucial to unlocking many significant opportunities in life, and believe that it is our responsibility to provide this for our learners.

Service Statements

We provide high quality, recognised and relevant training which develops the skills, knowledge and competence of individuals, contributing to their personal development and the economic growth and development of our local area.

We recognise that we have a clear responsibility to our customers to carry out our duties efficiently and effectively, and to apologise if we get things wrong.

We promise to make every effort to resolve queries or concerns as quickly as possible, to our customers' complete satisfaction.

We are committed to continually improving the quality and responsiveness of our service, and we constantly work to tailor our service as closely as we can to the needs of our customers.

Our commitment to a flexible customer service

We are committed to consultation with customers in order to offer services that are as relevant and flexible as they can be. Through our induction process we strive to ensure that learners undertake courses which are appropriate and relevant to them, but we value input and feedback from you at every stage of the learner journey to ensure this is the case throughout.

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We are committed to being available to our customers

Our Admin Team is available between 9am and 5pm on weekdays, with the exception of public holidays. Email: admin@lynher.com or telephone 01822 832232. Our main offices are also open during these times; we deal with personal callers promptly and courteously. Out of hours emails are monitored regularly by the directors, and if your enquiry is urgent (for example relating to a problem or issue for Monday morning) we will make every effort to get in touch. Apprentices and their Employers are supplied with contact numbers for key members of staff as applicable to ensure contact is always possible. This ensures smooth delivery and minimal unexpected problems.

We are committed to responding to enquiries promptly

We respond to written correspondence – letters, faxes and e-mails within 5 working days, or within timescales previously agreed with the customer. Where a full response is not possible within 5 working days, we send an interim response within 5 working days and a fuller response within a further 10 days or within timescales previously agreed with the customer.

We handle telephone calls promptly and courteously. If the staff member you have called is unavailable, you will be invited to leave a message which will be responded to when the staff member returns to the office.

Certification

We will aim to issue certificates to all learners/apprentices who have achieved a qualification or course as soon as the following requirements have been completed:

- We have received all required paperwork from the candidate
- The certificate has been issued by the awarding body
- We have received full payment for the course or qualification (commercial customers)
- If there are a number of courses within an agreed qualification, certificates may be held in our office until the qualification has been completed.

Replacement Certificates

We will replace lost or mislaid certificates, on receipt of a request and payment of any charges we may incur on your behalf. We will arrange the replacement of certificates where the wording is incorrect.

Customer Complaints and Feedback

Most people go through their workplace learning without ever having to make a complaint and we hope that your learning progresses smoothly with us. However, we recognise that occasionally things can go wrong, and we want you to know that we will endeavor to resolve any complaint you might have.

If you need to make a complaint to Lynher Training you can find our Complaints and Appeals procedures in the policy section of our website www.lynhertraining.com

Conflict of Interest concerns

Please advise us of any worries you have that a “conflict of interest”, whether professional or individual, is of concern to you. We will endeavour to avoid any conflict of interest situations arising provided that we are aware that they exist.

Please contact the main office as soon as you are aware that a conflict of interest may be evident. (See also Lynher’s Conflict of interest policy)

Please contact the Lynher main office on 01822 832232 if you are concerned that a conflict of interest may exist.

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Continuity of Apprenticeship Training statement

Our commitment as laid out above, is to all of our learners, including Apprentices and their Employers. We recognise our responsibility to look after Apprentices in all aspects of their learning -both on the job and off the job. Therefore, excellent communication with Employers is established at the start, and all the support needed for a successful and happy apprenticeship is provided by employees of Lynher Training throughout. We recognise the importance of apprentice's welfare both at work and when training off the job, and we have policies and procedures in place (implemented, monitored and updated) to ensure this is effective. Apprentices are fully informed about how to obtain help should they need it. We pride ourselves on maintaining friendly contact with each individual apprentice and their Employers, and maintaining this throughout the full duration. Communication is effective. We will not undertake an Apprenticeship which we are not confident at the start will be sustainable, for the sake of the Apprentice. In this instance, we will endeavour to signpost both the apprentice candidate and employer to different sustainable solutions.

Please see also Lynher document 'Our Training Commitment'

Reviewed/updated:

26th October 2016

29th November 2017

28th November 2018

29th March 2019

13th November 2019

7th January 2020

21st October 2020

7th April 2021

13th February 2022

Next review date: February 2023