

Statement of Aims

Northern Logistics Academy offers you the Employer, a responsive and professional skills and advisory service for all of your training needs.

This Charter outlines the service that you can expect from us whether you are an employer 'sponsoring' a learner, involved with our Apprenticeship programmes, engaged in funded initiatives or seeking tailored training for your workforce.

Northern Logistics Academy aims to provide quality, equality and value, in programmes offering access to and progression within, education, training, employment and personal development. The Academy will play its full part in the economic, cultural and social life both locally and nationally and in line with its development plan.

The work of Northern Logistics Academy is overseen by a College Management Steering Group plus Stakeholder and Advisory Groups representing the private, public and voluntary sectors. We are particularly fortunate to have strong representation from the business sector and are grateful for their contribution.

What you can expect from our service:

- Responsive to your needs
- Clear communication channels
- Excellent customer service
- Appropriate Assessment / Diagnostic screening
- Service Level Agreement
- Impact of the learning on your business through what your employee will learn in terms of skills and/or knowledge from the training
- Regular progress updates
- Provision delivered within agreed time scale
- Quality resources and products meeting industry standards
- Staff with current and up to date industry knowledge and skills

We have set up a dedicated number for your convenience, where enquiries are dealt with promptly and where you can expect to receive a named contact who will normally respond to your enquiry

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within 24 hours on week days (within 72 hours on weekends) except for Christmas and Bank Holidays.

In the event that Northern Logistics Academy is unable to meet your training needs, we will gladly offer advice regarding other training providers who are known to be high quality and who may be able to help you.

What can your learner expect from Northern Logistics Academy?

- a safe, healthy and high quality learning environment
- high standards of teaching, learning & assessment
- regular feedback on progress

What we ask from you the Employer:

- that you fully commit to the agreed programme of training
- that you support your employees through all aspects of their training including exams
- that you support your employees by allowing suitable time off-line where required and encouraging the support of line managers
- that you consider taking part in our employer advisory boards so you can input your expertise and knowledge into ensuring the training we provide meets industry need
- that you take advantage of the opportunities we provide and give us feedback on your experience of our service
- that any contract and financial arrangements are honoured within agreed timescales

We wish to thank all employers who use the Academy; this Charter makes us more accountable to you.

If for what ever reason you are not happy with our service ... we ask you to please tell us.

Speak in the first instance to your main point of contact. However, if you feel that the problem has not been resolved then please contact the Northern Logistics Academy Manager on 01744 623231. If unavailable, a representative will get back to you within 24 hours, Monday – Friday.

Points of contact for all Employer enquiries:

enquire@northernlogisticsacademy.co.uk