



EMPLOYER ENGAGEMENT CHARTER



NEWTEC is committed to providing a responsive customer focussed service and effective lines of communication with employers. This includes guidance on all the services offered, and respect for confidentiality and any security constraints. All delivery is covered and protected by robust Equality and Diversity and Safeguarding Strategies.

What is expected from NEWTEC?

- Ensure enquiries are handled promptly and in line with the customer service standards
- Offer impartial and independent advice for employers and employees.
- Deliver training that is well suited to meet business needs by offering a variety of delivery options including e-learning programs and flexible workshop sessions.
- Excellent learning opportunities and quality learning resources for employees, from experienced sector specific assessors.
- Maintain regular contact throughout the duration of the training and to inform employers of the learner's attendance and progress.
- Collect employer views from each visit and carry out annual surveys to measure effectiveness and evaluate the service.
- Provide a high standard of service to employers and employees at all times and be committed to resolve any complaints in a timely manner.

What is expected from the Employer?

- Support employees from the initial sign-up to completion of their qualification.
- Allow NEWTEC access to working premises to complete employee's actions plans and assessment.
- Allow employees off-duty time to commit to the qualification and to engage in their assessments.
- Advise NEWTEC of any changes within the learner's role, contact details, or employment status.
- Ensure staff are committed to the NEWTEC course and their individual learning goals
- Ensure staff members comply with regulations including Health & Safety, Safeguarding, and Equality & Diversity that are appropriate to the training in NEWTEC or the workplace.
- Pay all required NEWTEC course fees on time and according to the agreed terms and conditions.