



# Customer Charter



At Alliance Learning we aim to provide a quality, enjoyable learning experience where high standards can be achieved. You can expect a strong commitment from our staff. Our promise to you is outlined below.

## **Our promise to you.....**

- Providing competent instructors who will lead the training and ensure delegates receive the necessary knowledge and practical skills.
- Providing clear and concise training notes and handouts.
- Providing adequate classroom facilities and presentation equipment to achieve effective training.
- Professionally assessing each delegate's performance throughout the course.
- Making all reasonable efforts to assist delegates who have missed elements of the course (perhaps through illness or interview).
- Issuing the relevant certificate on successful completion of all training courses.
- Committed to providing a high standard of customer service whilst on the training course and for any queries arising before and after the training course.
- If for any reason a delegate is unhappy with any aspect of their training Alliance Learning offers a Quality Guarantee; Alliance Learning will offer delegates an appropriate percentage refund or alternatively the option to attend a different course within 2 months of the original course (terms & conditions apply).

## **Your promise to us.....**

- Behave in a polite, courteous and professional manner in all dealings with members of staff, visitors and fellow delegates at all times.
- Ensure that all mobile phones are switched off whilst in the training rooms.

- Observe the company's eating and drinking policy by agreeing not to consume drink or food in designated risk areas, these will be clearly highlighted by signage and by the tutors.
- Observe the company's no smoking policy by agreeing not to smoke anywhere on the company's premises except in the designated smoking area.
- Be punctual, and attend all timetabled classes unless an absence is unavoidable. Punctuality and attendance are essential to help the delegate achieve the most from the course.
- Meet all deadlines set by instructors for assignments, coursework and projects.
- Notify the instructor immediately of any technical difficulties and generally seek help if needed.
- Notify a senior member of staff if the delegate has any personal or domestic problems that may adversely affect their performance on the course.
- Co-operate with the instructor to cover the relevant topics, including, if necessary, undertaking additional work outside normal training hours, if the delegate has missed any of the training sessions (perhaps through illness or interview).
- Notify the company at the earliest possible opportunity of any unforeseen absence and the reasons behind it (e.g. accident, illness etc) and of any concerns relating to any aspect of the course.
- Make up for work missed after absence by copying up notes within a reasonable time and discussing with the instructor any other action that should be undertaken.
- Treat the company's property with due care and respect.
- Comply with the company's strict rules relating to alcohol and illegal substances by agreeing not to consume, traffic in or be under the influence of alcohol or other illegal substances whilst on the company's premises. Failure to comply will result in disciplinary action being taken.
- If for any reason a delegate is dissatisfied with any aspect of their training, delegates must report their dissatisfaction in writing to Alliance Learning within 10 days of the course completion date.