

The Adult College of Barking and Dagenham

# Customer Charter

Lead Responsibility	Service Manager Business Support
Designated Officer	Student Services Manager
Advisory Officer(s)	Vocational Support Manager & Service Manager
Approved by	Service Manager Business Support
Date of approval	May 2022
Date of next review	August 2024

**A note to all teaching staff:**

Please click [here](#) using a curriculum device to find a full list of Work and Skills policies & procedures

Please click [here](#) using an LBBB device to find a full list of LBBB policies

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# Policy Statement

## Mission Statement

Work and Skills aims to provide lifelong learning opportunities for the community of Barking and Dagenham, to enable the development of knowledge, skills, wellbeing throughout life.

## Objectives

To provide opportunities to acquire knowledge, skills qualifications and to enhance employability and develop wellbeing. Remove barriers to learning, employment and wellbeing for the whole community. To partner with other local education providers, community groups and employers to make provisions relevant to residents and local needs.

The Work and Skills team is committed to providing customers with high quality, efficient services relevant to their individual needs. Work and Skills staff aim to deliver the best possible services in a friendly and supportive environment.

**The Customer Charter** shows what learners can expect from Work and Skills, and what we expect from our customers.

## Work & Skills Customer Service Standards

### WHAT YOU CAN EXPECT FROM US

We will:

- Be polite, friendly and helpful
- Treat you with respect
- Greet you promptly and deal efficiently with your enquiries
- Provide you with a safe learning environment
- Provide impartial information, advice, and confidential guidance that is professional, independent, in the customer's best interests and tailored to individual needs
- Make entry to Adult College courses, Vocational Skills services and Job Shop appointments as easy and fair as we can
- Provide you with high quality teaching that will support you to achieve your learning and employment goals
- Give you regular feedback on your progress
- Deliver high quality learner support services
- Respect your privacy
- Use language that is easy to read and understand, avoid the use of jargon and explain complex and technical terms
- Offer you opportunities to express your views on the services that Work and Skills provides, and to contribute to improving them further
- Prepare you for employment and your next steps
- Employment and Skills staff will continue to support you for up to 6 months after you secure work.

### WHAT WE EXPECT FROM YOU:

So that you can make the most of your time with Work and Skills we expect that you will make a full commitment to your course or search for employment by:

- Coming prepared for your course or Job Shop appointment
- Arriving punctually for classes at the College and appointments at the Job Shop. Staff have the right to turn away clients from the Job Shop who are late.
- Attending all classes regularly and explaining any absences
- Complete and hand-in all work set within the agreed timescales
- Taking responsibility for your own learning and asking for extra help if you need it
- Work with your tutor or Job Broker to take pride in your work to reach your full potential
- Take ownership for your own personal development and steps towards employment or further education; this would be working with the service through advice and guidance to support you into employment or onto further training, following through on Individual Learning Plan targets to reach your goals
- Show respect to all members of the Work and Skills' community, including fellow learners and employees of the college.
- The service has a zero-tolerance policy to peer-on-peer abuse, bullying in person or online, or any form of discrimination, and will tackle such incidents using the disciplinary method of Restorative Justice. Parties involved will come together to resolve their issues, helping the perpetrator recognise the harm done by their actions, understanding why the perpetrator committed the offence, repairing the relationship between the perpetrator, victim and community, and reintegrating everyone involved.
- Respect the property of the service, staff and other learners
- Make every effort to take holidays and make medical appointments outside of class times whenever possible.
- To remain in the room during sessions, only leaving for breaks when essential.
- To return promptly from breaks, prepared to continue with the session.
- To inform the tutor beforehand if you need to leave the room and, if you do, to cause as little disruption as possible (including closing the door quietly).
- Observing all Work and Skills policies, procedures and regulations
- You will be requested to complete questionnaires to capture data regarding your next steps; the service is committed to support you in your personal development.

## General Data Protection Regulations Declaration

When customers complete any of Work and Skills' forms, or provide us with any personal and sensitive information, this will be stored in a secure database. If you wish to withdraw your consent to us accessing this information at any time, please contact Work and Skills Reception and ask for an appointment with our MIS Manager, Michelle Bayer.

If you would like any further information about how our customer information is used and your rights to access the information we hold about you, please go to the Council website Privacy Notice page: <https://www.lbbd.gov.uk/general-privacy-notice>