

# Service Aims

**Coventry and Warwickshire Chamber Training** is a uniquely positioned, specialist training company delivering exceptional standards of business focussed learning and development

## **'Totally Business Centric'**

- ❑ Employer-led with learning that meets real business needs
- ❑ Employers involved in design and delivery of learning
- ❑ All learning to have a strong business focus
- ❑ Learning in a business environment (not a college)
- ❑ Be the first choice for Apprenticeships
- ❑ Staff with strong business credentials and experience
- ❑ Work with the best & most aspirational employers & learners

## **Goals**

- ❑ employer focussed in all aspects of learning delivery
- ❑ business-led courses that meet real business needs
- ❑ raise aspiration, awareness and attainment for personal & professional growth
- ❑ valued partner in learning with employers and individuals
- ❑ provide high quality, relevant and appropriate information, advice & guidance
- ❑ provide a comprehensive range of courses across all 'core' business disciplines
- ❑ offer a progressive range of learning from level 1 to level 5 and above
- ❑ be innovative, engaging and effective in training delivery

# Values

- ❑ Progress and succeed
- ❑ Recognise and reward achievement
- ❑ Offer equality of opportunity for learners and employees
- ❑ Strive for perfection
- ❑ Provide the highest quality of service
- ❑ Empower staff and learners
- ❑ Realise the potential in everyone

We aim to deliver a consistent and high standard of service and will:

- ❑ treat you politely and with respect
- ❑ be welcoming with professionally trained & experienced staff
- ❑ listen to what you have to say
- ❑ respect your right to confidentiality
- ❑ be open, honest and fair with equal treatment for all
- ❑ ensure you have all the information to make the right choices
- ❑ do everything we can to meet your needs
- ❑ provide an objective, unbiased source of information and guidance
- ❑ offer you information to support your career and learning progression
- ❑ give you choice in how you access services
- ❑ ensure that you feel safe
- ❑ support you in ways which enable you to enjoy and achieve
- ❑ value and respect the diversity of all of our customers
- ❑ provide impartial, non-judgmental and confidential advice
- ❑ work in partnership with others to improve our services
- ❑ learn from your compliments, comments and complaints