



The College of
Animal Welfare

Client Charter 2015/16

Providing innovative learning opportunities for the promotion of animal welfare

CONTENTS

Our commitment to you	3
What does the College require the Employer to do?	4
Employer Forum	5
We ask your employees to	5
Health and Safety	6
Safeguarding	6
Equality and Diversity	6
Bullying and Harassment	6
Counselling Service	6
If you have a problem or complaint	7
The College of Animal Welfare Centres	7

OUR COMMITMENT TO YOU IN RELATION TO INFORMATION, ADVICE AND GUIDANCE

The College of Animal Welfare will:

- Respond to initial enquiries within two working days and provide the company with a named contact who will liaise on the College's behalf.
- Meet regularly with the company's named contact, at intervals agreed between the company and the College, to help ensure full learner retention, participation and achievement of qualifications and analysis of training requirements for the organisation.
- Work with the company in order to assist where possible in meeting the company's strategic aims and objectives by accessing the most cost effective training and where appropriate, funding.
- Ensure that all learners are tutored, assessed and verified by appropriately qualified staff and operate an approved Appeals Procedure, Equal Opportunities and Health & Safety Policy.
- Inform the company in advance or as soon as practical, if circumstances prevent any planned training, assessment or verification activities taking place.
- Assist the company in developing training plans, carrying out individual training needs analysis and diagnostic testing as appropriate.
- Adhere to and uphold the company's Appeals Procedure, Equal Opportunities and Health & Safety Policy.
- Carry out all training, assessment and verification in a way that minimises disruption to the Company's normal activities.
- Provide appropriate information, advice, guidance and support to engage all learners in both achieving the appropriate qualification and with regard to progression to further learning and development opportunities.
- Discuss and support any requirements for individuals with learning difficulties or disabilities, including assisting with analysis of such requirements.
- Respond to any issues or concerns raised by the company within 5 working days of receiving notification, or accordance with the terms of the College's Complaints Procedure.
- Design and deliver bespoke and flexible training programmes to meet your needs, following discussions with our Development Team.
- Provide information on scheduled or advertised courses within 3 working days of a request being received.
- Agree a level of service with you and provide clear information relating to our courses, training programmes and qualifications including dates, times, fees, content and delivery methods.
- Provide your learners with a welcoming environment in which individuals are respected, irrespective of age, race, disability, gender, sexual orientation, marital status, nationality or religion
- Provide regular reports on progress to both the employer and the employee.
- Provide support and feedback on achievement to both the employer and the employee.
- Evaluate, monitor and measure the impact of the training on your business.
- Keep you informed of future products and services on offer. Comply with the College's Complaints Procedure and acknowledge formal complaints within 2 days of receipt and a written response to the issues raised within 10 working days of receipt. All complaints will be dealt with by the Quality Assurance Manager.
- Will signpost you to alternative provision if we unable to accommodate your business needs.
- Adhere to the Data Protection Act 1998 in relation to all data retained by the College. Any information shared with other organisations will be for the purpose of administration, careers and other guidance and statistical and research purposes. Other organisations with which we will share information include the Department for Business, Innovation and Skills, Department for Children, Schools and Families, Local

Authorities, Connexions, Higher Education Statistics Agency, Higher Education Funding Council for England, Scottish Higher Education Funding Council, Scottish Qualifications Authority, educational institutions, OfQual and organisations performing research and statistical work on behalf of the government funding agencies or its partners. At no time will any personal information be passed to organisations for marketing or sales purposes. From time to time students are approached to take part in surveys by mail and phone, which are aimed at government funding agencies the LSC and its partners to monitor performance, improve quality and plan future provision.

WHAT DOES THE COLLEGE REQUIRE THE EMPLOYER TO DO?

What does the College require the employer to do:

- Provide us with sufficient information to assist the College in offering the most appropriate solution to meet your training needs.
- Keep the College informed of any change of circumstances of any employee who is on a training programme with the College, facilities or resources which affect training within the organisation, or if your training requirements change.
- Let the College know quickly if we have not provided the standard of service expected or if you have concerns about any aspects of the programme.
- Provide the College with a named contact who will liaise on the company's behalf with the Company's allocated College contact.
- Meet regularly with the College's named contact at intervals agreed between the company and the College, to help ensure full learner retention, participation and of qualifications and analysis of training requirements for the organisation.
- Work with the College in order to assist where possible in meeting the strategic aims and objectives of both the employer and the College.
- Co-operate with the College's Equal Opportunities and Health & Safety Policy to comply with legal requirements and resolve any issues raised.
- Meet all current legislative requirements to ensure the health, safety and wellbeing of all employees within the company.
- Release learners for training, assessment and verification activities at times and intervals agreed with the College's named contact.
- Inform the College in advance, or as soon as practical, if circumstances prevent any planned training, assessment or verification activities taking place.
- Respond to any issues or concerns from the College within 5 working days of receiving notification.
- Review the results of analyses and testing and agree appropriate training provision and action plans with the College.
- Ensure learners receive the training and support they require to achieve their learning goals and ensure they receive fair and appropriate access to assessment.
- Adhere to and uphold the College's Appeals Procedure, Equal Opportunities and Health & Safety Policy.

- Provide appropriate advice and support to engage all learners in both achieving the qualification and with regard to progression to further learning and development
- Be aware that periodically a representative from an Awarding Body may wish to visit the practice and shall permit them to do so.
- Fees shall be payable by the employer, in accordance with the College's published fees in force at the time of invoice and are payable within 30 days

EMPLOYER FORUM

The College of Animal Welfare has an overarching employer advisory group made up of people from within the Veterinary and Animal Care sector. The main purpose of these forums is to:

- Act as a critical friend of the College in appraising and influencing the current and future provision.
- Provide an independent insight into market trends.
- Act as a sounding board for new ideas and services.
- Act in an advisory role to communicate the employers message to College employees.
- Help the College with marketing issues, website design feedback, preparation for the new qualification structure and contribute to the College's self-assessment process.

WE ASK YOUR EMPLOYEES TO:

- Provide any information required to ensure that the training/assessment being arranged can be delivered with any appropriate additional support in place.
- Complete College paperwork as required, providing accurate and full information at all times.
- Make a positive commitment to strive to complete the training in the timescale agreed.
- Provide authenticated copies or original evidence of any previously achieved qualifications that may be required as evidence of prior learning.
- Attend training sessions or assessment appointments as agreed in the individual learning plan and submit work by target dates set by College representatives.
- Complete any feedback forms that may be issued during or after the training programme, providing accurate and full information on their training experiences.
- Attend training sessions punctually and inform the Tutor or assessor if they are unable to attend or need to cancel an assessment.
- Submit completed work on time in accordance with targets dates set by College representatives.
- Cooperate with staff and others respecting diversity, regardless of age, race, religion, nationality, gender, sexual orientation or disability.
- Behave appropriately at all times and adhere to the Student Charter and College policies in force during the period of training.
- Comply fully with the Data Protection Act.

HEALTH AND SAFETY

The College will provide:

- A positive, professional and accessible learning environment for all learners.
- Information about health and safety, in addition to other relevant policies and procedures of the College (copies available on request).
- Risk assessments where appropriate in relation to the College premises and will also undertake risk assessments offsite where appropriate.

SAFEGUARDING

The College of Animal Welfare recognises that it has a duty to safeguard and promote the welfare of all its learners. The College and all of its staff are committed to promoting the welfare of young people and vulnerable adults receiving education and training. All members of College staff are DBS checked.

EQUALITY AND DIVERSITY

The College is committed to achieving equality of opportunity for all those who study, work or who are linked to the College. The College is committed to widening participation and the removal of barriers to achievement.

BULLYING AND HARASSMENT

The College of Animal Welfare is committed to the elimination of harassment. In line with our Equal Opportunities Policy, The College of Animal Welfare expects standards of behaviour that recognise and respect the dignity of all individuals and regard any form of harassment, victimisation, intimidation or bullying as unacceptable behaviour. Operation of the policy and procedures for harassment and bullying will be monitored by the Principal.

COUNSELLING SERVICE

A confidential and independent counselling service is available for students to access. Appointments are booked directly with the qualified counsellor.

Laurel Fennell laurelcounselling@gmail.com 07443 488454

IF YOU HAVE A PROBLEM OR COMPLAINT

In the first instance please speak to Ruth Franklin, Quality Assurance Manager, The College of Animal Welfare, Headland House, Chord Business Park, London Road, Godmanchester, Huntingdon, Cambridgeshire PE29 2BQ. Telephone 01480 422060 or email rfranklin@caw.ac.uk.

THE COLLEGE OF ANIMAL WELFARE CENTRES

Huntingdon Centre

The College of Animal Welfare, Headland House, Chord Business Park, London Road, Godmanchester, Cambridgeshire PE29 2BQ

Tel: 01480 422060 Fax: 01480 422089

Potters Bar Centre

The College of Animal Welfare, Royal Veterinary College, Boltons Park Farm, Hawkshead Road, Potters Bar, Hertfordshire EN6 1NB

Tel: 01707 244095 Fax: 01707 244096

Leeds Centre

The College of Animal Welfare, Topcliffe Close, Capitol Park, Tingley, West Yorkshire WF3 1DR

Tel: 0113 322 8048 Fax: 0113 322 8049

Edinburgh Centre

The College of Animal Welfare, 9 South Gyle Crescent, Edinburgh, EH12 9EB

Tel: 0131 202 3100 Fax: 0131 202 3101

The College of Animal Welfare, Administration Centre, Headland House, Chord Business Park,
London Road, Godmanchester PE29 2BQ

Tel: 01480 422060 Fax: 01480 422089 Email: admin@caw.ac.uk