

Business Point Employer Charter

The primary purpose of Business Point is to develop and deliver training and support services to local employers, particularly SMEs.

What you can expect from Business Point

- A dedicated employer telephone helpline (0845 4505960) and e-mail enquiry address (businesspoint@llandrillo.ac.uk).
- All enquiries for information regarding courses will be dealt with within 5 working days of receipt.
- Written quotations for commercial and bespoke training.
- An advisory visit to the employers premises, if required, within 12 working days.
- A safe and healthy learning environment.
- Qualified and competent staff.
- A bilingual service in line with the college's Welsh Language policy.
- Learners treated with respect in line with the College's Equality and Diversity Policy.
- Regular written feedback of learner progress on NVQ Programmes.
- Opportunity to comment on courses and facilities through evaluation questionnaires and interviews.

What we expect from employers

- Support for each employee throughout their learning.
- Encouragement for employees to attend regularly and to complete any assessments etc. on time.
- Payment of all invoices in a timely manner.
- Notification of cancellation/non attendance in line with agreed terms and conditions.

FURTHER INFORMATION

COMMENTS/COMPLAINTS

Although the College is committed to providing high quality services we recognise that problems do arise from time to time. If you wish to make a complaint there are established procedures for you to follow. Copies of the Complaints Procedures will be made available to you upon request to Business Point or by contacting Lisa Johnson, Quality Enhancement Officer on 01492 546666 ext 422.

FEEDBACK

Your views as employers are important to us. To help us to improve levels and quality of service, we may from time to time contact you directly for your feedback. The information we receive will assist us in the development and delivery of Business Point activity.

Pwynt Busnes Siarter Cyflogwr

Prif bwrpas Pwynt Busnes yw i ddatblygu a darparu hyfforddiant a chefnogaeth i gyflogwyr lleol, yn enwedig BBaCH.

Beth allwch chi ei ddisgwyl gan Pwynt Busnes

- Llinell gymorth ymroddedig i cyflogwyr (0845 4505960) a chyfeiriad e-bost ar gyfer ymholiadau (pwyntbusnes@llandrillo.ac.uk)
- Caiff holl ymholiadau am wybodaeth ynghylch cyrsiau eu delio gyda o fewn 5 diwrnod gweithio o'u derbyn.
- Prisiau ysgrifenedig ar gyfer hyfforddiant masnachol ac unigryw.
- Ymweliad ymgynghorol i adeiladau'r cyflogwyr, os oes angen, o fewn 12 diwrnod gweithio.
- Amgylchedd dysgu saff a diogel.
- Staff cymwysedig a medrus.
- Gwasanaeth dwyieithog yn unol â pholisi Iaith Gymraeg y Coleg.
- Caiff dysgwyr eu trin gyda pharch yn unol â Pholisi Cydraddoldeb ac Amrywiaeth y Coleg.
- Adborth ysgrifenedig rheolaidd am gynnydd dysgwyr ar Raglenni NVQ
- Cyfle i roi sylw am gyrsiau a chyfleusterau drwy holiaduron gwerthuso a chyfweliadau.

Beth rydym yn ei ddisgwyl gan gyflogwyr

- Cefnogaeth ar gyfer pob cyflogedig drwy gydol eu hyfforddiant.
- Anogaeth i gyflogedigion i fynychu'n rheolaidd ac i gwblhau aseiniadau ayyb ar amser.
- Taliad o holl anfonebau ar amser.
- Rhybudd o ganslad/ dim presenoldeb yn unol â themau ac amodau y cytunwyd arnynt.

GWYBODAETH BELLACH

SYLWADAU / CWYNIION

Er fod y Coleg yn ymrwymedig i ddarparu gwasanaethau o ansawdd uchel rydym yn cydnabod fod problemau yn codi o dro i dro. Os hoffech chi wneud cwyn mae yna drefniadau sefydledig i chi eu dilyn. Fe fydd copiâu o'r Drefn Gwyno ar gael i chi drwy gais at Pwynt Busnes neu drwy gysylltu â Lisa Johnson, Swyddog Gwella Ansawdd ar 01492 546666 est 422

ADBORTH

Mae eich barn fel cyflogwyr yn bwysig i ni. I'n helpu i wella lefelau o ansawdd gwasanaeth, efallai y byddwn yn cysylltu â chi'n uniongyrchol o dro i dro i gael eich adborth. Fe fydd y wybodaeth rydym yn ei dderbyn yn ein cynorthwyo yn natblygiad a chyflwyniad gweithgaredd Pwynt Busnes.