



Company Profile

CableCom Training Ltd is a private training provider in Stockton-On-Tees in Teesside. It was established in 2000, and provides training in specialist engineering areas (Telecoms, Ports & Logistics and Rail sector). Our Mission Statement is to provide high quality nationally accredited vocational training, which will lead to employment or job enhancement.

Although based in Stockton-On-Tees, CableCom also operates from Gateshead, Harrogate and Teesport. One of our key areas, through current projects and those in future, is to target specific groups within the Tees valley, The North East & beyond as a whole for delivering specialised vocational training opportunities to a variety of audiences, including unemployed and employed learners.

CableCom training employs eleven full time staff but draws upon the expertise of practising trainers and assessors from the region to assist in delivering programmes to its learners. It is managed by the Managing Director and a small management team. CableCom training is limited by guarantee.

At CableCom Training our Mission Statement is:

'To provide high quality nationally accredited vocational training, which will lead to employment or job enhancement'

To support our mission we have developed a Learner Charter which is our undertaking to you of the standard of services you can expect from us. The charter reflects our aim to offer a high quality learning and training service that meets the needs of our learners. We respect the differences in our community and have high expectations of all learners, irrespective of race, gender, disability, learning difficulty, age, sexuality, social class and culture.

It also outlines the responsibilities that will help learners get the most out of the courses & awards, be successful and progress.

We will measure how well we are meeting our commitments, and take action to improve. We will publish the results of this improvement activity on our web-site and on learner notice-boards.



Please help us by telling us if we fail to meet our Charter Standards, including if we take too long to reply to you.

Learners can do this by:

- Telling your tutor/assessor.
- Completing a “Suggestions” form, available at Reception on all sites.
- Telephoning the Hotline on 01642 – 804000.
- Sending an e-mail to john@cablecomtraining.co.uk
- Making a formal complaint.

Learners, Employers and Clients can:

- Contact the Managing Director at CableCom Training Ltd at:

CableCom Training Ltd
22 Portrack Grange Road
Stockton-On-Tees
TS18 2PH

Tel: 01642-804000

E-mail: Clive@cablecomtraining.com

Standards:

If you leave your name and address or e-mail, we will:

- Acknowledge your feedback within 5 working days.
- Tell you what we plan to do, within 10 working days.
- Tell you what we have done.
- Give you the opportunity to tell us how we handled your comment or complaint.

Our Commitment to you:

Learners, Employers and Clients can expect CableCom Training Ltd:

1. A friendly, prompt, efficient, courteous and respectful response to all enquiries.
2. A safe, healthy, caring and friendly learning environment, free from bullying and discrimination, in which expectations are high and committed learners, can progress.
3. Clear and accurate information on:
 - Education and training opportunities.
 - Entry requirements for courses that have them.
 - Course content and methods of delivery.
 - Assessment arrangements.
 - The time learners will need in order to pass their courses & awards.
 - Possible progression routes.
 - Cost of courses (fees) if payable.
 - Additional costs of materials.
 - Support available.
 - The success of previous learners.
 - Inspection results.
4. Extra help and support for learning in appropriate, provided by Professional and caring staff.
5. A student handbook and/or introduction or induction programme that makes clear:
 - What CableCom Training Ltd will provide.
 - What is expected of learners.
 - How people can provide feedback to us, including how to make a formal complaint and/or appeal.
 - How CableCom Training Ltd will respond if Charter commitments fail to be met by ourselves or by learners.
 - Accident, emergency, health and safety responsibilities and arrangements.
6. Regular progress reviews for all learners, with information shared with employers or sponsored learners and those on work-based programmes.

7. Access to information, Advice, Guidance and Counselling from staff on:

- Careers, apprenticeships and jobs and how to apply for them.
- Further and/or higher education or training and how to apply.
- Financial matters.
- Personal matters.

Where Appropriate, Learners, Clients & Employers can expect CableCom Training Ltd to offer:

8. Access to:

- Suitable protective clothing, equipment or facilities, and advice on how to use them.
- Training on Health & Safety issues and safe use of equipment.
- Information on the benefits available following accidents at work, including for non-employed learner's Annual review of Health & Safety records.

9. Access to appropriate support for those with learning difficulty and/or disability.

10. Commitment from caring and professional staff who will:

- Ensure that all sessions start and finish on time, and give learners notice and an explanation of any avoidable cancellation or rescheduling of classes.
- Provide high quality teaching and training that suits learner's needs, ability and experience.
- Provide regular, fair and accurate assessment.
- Assess all submitted work and return it within an agreed time period.
- Regularly review progress and give constructive feedback and advice about how to improve.

11. An interview, on request, to help learners progress to the next stage of learning where appropriate.

12. Access to well equipped, up-to-date learning resources and high quality information technology facilities, with help and advice from efficient, courteous and friendly staff.

Where appropriate Learners, Clients & Employers can expect CableCom Training Ltd to:

13. Arrange an interview within 4 weeks of applying for a full time learning programme, course or qualification. At the interview we will either agree a suitable programme, course or qualification for you or arrange an alternative interview. Written confirmation of the outcome of your interview will be sent to you within 2 weeks.
14. Offer Learners an Individual Learning Plan, setting out what each learner hopes to achieve and the steps necessary to ensure success.
15. Offer an initial assessment of literacy and numeracy so that we can arrange appropriate support.
16. Review your progress at least once a month, sharing the outcomes with you.
17. A personal tutor/assessor to guide and support learners.

Employers who provide work placements can expect CableCom Training Ltd to:

18. Provide a clear statement of employer and CableCom Training Ltd's responsibilities.
19. Tell placement providers about the student's learning programme and the role of work experience within it.
20. Take into account employer comments about the student.
21. Visit every student while on placement.

We expect Learners to:

22. Behave in a way that:

- Does not offend others.
- Does not discriminate in terms of race, gender, disability, learning difficulty, age, sexuality, social class or culture.
- Shows care, consideration and respect to all staff and fellow students.
- Is safe and responsible, and shows respect to all staff and fellow students.
- Is safe and responsible, and shows respect for other people's property & health & safety.
- Does not prevent others from learning.

22. Show personal commitment to your programme, course or qualification & individual learning goals by working hard and contributing to regular reviews of that work and your progress.

23. Tell staff about any concerns that may affect your learning, so that help and support can be arranged.

24. Attend all required activities on time, and contact CableCom Training Ltd as soon as you know you will be absent, for example, through illness.

25. Complete and submit all work set by tutors/assessors by the required deadlines, except where otherwise agreed.

26. Ensure that the work you hand in is your own, and is not copied, either in whole, or in part, from other learners or from books, journals or the World Wide Web, except for quoted sections whose source is acknowledged in full.

27. Comply with CableCom Training Ltd rules and regulations, and accept shared responsibility for keeping the facilities clean and tidy.

What if things go wrong?

You can make a complaint verbally, in writing, on-line, by telephone or e-mail. If you complain verbally, the details will be written down onto the CableCom Training Ltd Complaints form on your behalf. You can make your complaint straight onto the form if you prefer. If you need help in making your complaint please ask your assessor/tutor and they will assist you/get someone to help you.

Forms are available:

- In reception areas.
- On the company web-site – Complaints Procedure.

The form asks you to tell us:

- Your name and address or e-mail.
- The name of your programme, course or qualification.
- The date on which you are making the complaint.
- A daytime telephone number.
- Details of the complaint.
- What you would like us to do.

Personal details you submit will be kept in strictest confidence in line with the Data Protection act.

Details of your complaint will be passed to the Managing Director, who will acknowledge receipt of it within 3 working days, and then deal with it within a further 2 working days.

This reply will:

- Tell you what we have done in response to your next complaint.
- Where applicable, tell you what we will do next, and how and when we will inform you.
- Give you an opportunity to tell us how well you think we have dealt with your complaint, and how we could improve the complaints procedure.

We will monitor and review the complaints procedure every year.

NB. Please help us maintain these high standards by supplying your name and contact details including your preferred method of contact when making a complaint, so we can respond to you. Your complaint will remain confidential. However, should you prefer to remain anonymous, please use the "Suggestions" forms available from reception.

Summary

This Learner Charter is our undertaking to you of the standard of services you can expect from us. If we are not fulfilling this then please inform us so we may improve our provision to you.

We wish you every success and hope you enjoy your time with CableCom Training Ltd.

Clive Donnison

Clive Donnison
Managing Director