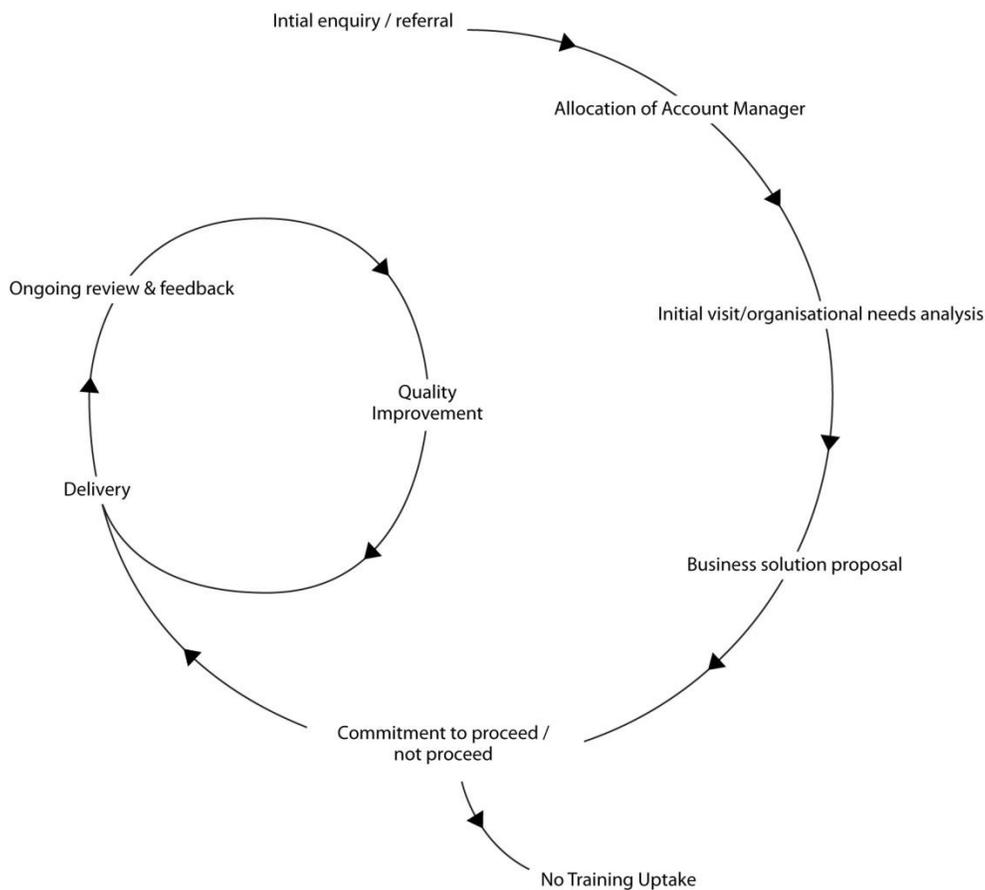


Employer Involvement Strategy

Introduction

t2 group Employer Involvement Strategy outlines our commitment to employers. Its purpose is to clearly articulate the standards of service employers can expect from us, and also the expectations we place on employers. Our company aim is to provide the employer with the ability to 'close the gap between performance and potential'. To meet that aim, we will work with the employer to develop solutions through superior delivery of training and coaching. We will do this by developing a mutually beneficial relationship with the employer, taking the time to get to know its business and finding a solution that fits the organisations' needs and budget.

The Employer Journey



t2 groups Commitment

Before Training and Coaching:

- To ensure a high and consistent standard of response to employers
- To give employers an informed choice, offering value for money
- To work with the employer to establish actual training and coaching needs, not perceived training and coaching needs
- To provide the employer with a training and coaching proposal including clear, accurate details of recommendations
- To refer the employer to alternative providers or brokers if t2 group are unable to provide the appropriate solutions

During Training and Coaching

- To deliver a high standard of training and coaching which meets both the needs and capabilities of employees
- To provide a delivery model which can be customised to every individual employer's needs
- To provide suitably qualified and experienced trainers and assessors
- To provide regular feedback on employee's progress to employers
- To provide learners with all the necessary support to achieve their qualifications within agreed timescales
- To provide additional support where additional learner needs are discovered
- To monitor and review training and coaching during the duration of delivery at timescales agreed with the employer
- To maintain confidentiality with employees and employers, and to be fully compliant with the Data Protection Act

After Training and Coaching

- To provide the employer with the opportunity to provide feedback on levels of service and delivery
- To provide the employer with the opportunity to provide feedback on the impact of training and coaching
- To maintain contact with the employer at appropriate intervals via the preferred medium of the employer
- To discuss relevant follow-up opportunities with the employer should they arise

Employer Commitment

In return, we expect the employer:

- To work in partnership with t2 group to develop effective training and coaching solutions to meet agreed business needs
- To actively support and encourage learners to complete their planned programme of training and development, and or coaching
- To actively participate (where appropriate) in the assessment and review of learners' progress
- To provide each learner with the required resources, opportunities and time for assessment to complete and achieve their planned programme of training and coaching and development
- To meet the appropriate legal obligations, in particular relation to Health & Safety, Equality & Diversity and Disability
- To provide feedback both on service delivery and also on the impact of training and coaching

t2 group Service Standards

- t2 group will answer all phone calls during working hours within five rings
- Should an employer enquire about training and coaching via our website, an initial response will be provided within two working days of receipt
- Should an employer agree to discuss training and coaching solution with t2 group, an initial visit will be arranged within one week, subject to availability and requirements
- A confirmation of proposed training and coaching will be discussed with the employer within five working days of the enquiry