

Working with employers

Quest offers the following services to employers in the business administration sector

✓ Apprenticeships and Train to Gain

- Business and Administration
- Customer Service
- IT
- Management
- Team Leading

✓ Business Skills Courses including

- ◆ Managing people
- ◆ Writing skills
- ◆ Telephone skills
- ◆ Customer service skills

- ✓ Computer Training
- ✓ Assessor and Verifier Awards
- ✓ Teacher Training
- ✓ Health & Safety
- ✓ Room Hire



INVESTOR IN PEOPLE



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Working with employers



Quest is an equal opportunities employer

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Working with Employers

in the
Business Administration Sector



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Quest is committed to offering employers in the business administration sector a responsive, flexible and effective service that meets their business needs and which results in a high level of customer satisfaction.

In order to meet the needs of employers Quest will:

- be flexible in responding to individual employer's business needs
- ensure that the products and services Quest offers employers in the sector are relevant to their needs
- regularly review and develop its services to employers in the sector to ensure continuous improvement



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When delivering products and services to employers in the business administration sector Quest will:

- provide a named contact to liaise with the employer and deal with any queries
- respond to requests and queries within three working days
- provide training that is relevant to the needs of the employer and the sector
- deliver training that is cost effective
- provide regular up-dates and feedback on the training and development of staff
- ensure that training and assessment causes minimum disruption to the employer's work
- ensure that training and NVQ assessment are delivered flexibly
- provide high quality delivery
- communicate clearly with employers
- simplify the funding, training and assessment process to avoid unnecessary complexity

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Targets

Quest will set annual targets to measure its effectiveness in working with employers in the business administration sector

Targets will be specific, measurable and timebound

Implementation

Quest will ensure that it meets employers needs by training its assessors, trainers and other staff to understand the importance of working effectively with employers and meeting their needs

Responsibility

Quest's Director has overall responsibility for ensuring that the company meets the needs of employers in the sector

Evaluation

Quest's success in meeting employers' needs in the sector will be reviewed and evaluated each year against the targets set to measure its effectiveness

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