

## Working with employers

Quest offers the following services to employers

### ✓ Apprenticeships and Train to Gain

- Business and Administration
- Customer Service
- Hairdressing/Barbering
- IT
- Management
- Motor Vehicle
- Retail
- Team Leading
- Warehousing

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



INVESTOR IN PEOPLE



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## Working with employers



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# Working with Employers



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## Working with employers

Quest is committed to offering employers 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 offer employers are relevant to their needs
- regularly review and develop its services to employers to ensure continuous improvement



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**When delivering products and services to employers 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
- deliver training that is cost effective
- provide regular up-dates and feedback on the training and development of staff
- ensure that training and assessment cause minimum disruption to the employer's work
- ensure that training and NVQ assessment are delivered flexibly
- provide high quality delivery
- communicate clearly
- 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.

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

### Responsibility

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

### Evaluation

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

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