



## Chevron Training & Development Learner Charter

### Mission Statement

Chevron Training and Development Ltd is committed to excellence in education and seeks to ensure that all our students receive appropriate high quality support. Chevron is committed to identifying and meeting the needs of our customers, and constantly monitoring and improving our business processes to deliver quality in further education and training.

### Service Quality

Service quality is determined by five basic principles. In order of importance, they are:

- **Reliability:** To perform our promised service consistently.
- **Responsiveness:** Willingness to help learners with a prompt service.
- **Assurance:** Knowledge of staff and the confidence they convey.
- **Empathy:** Individual, responsive attitude to learners.
- **Tangibles:** Professional appearance of staff, materials and facilities.

The principles will be achieved by the quality of our staff and the consistent implementation of our internal business processes, and directed towards the goal of ensuring all learners acquire a standard of knowledge, skill or competence. To support our mission statement, we have developed this learner charter which details the standard of the service that you can expect from us:

- Clear and relevant information on all programmes.
- The promotion of equality for all learners and the recognition of the diversity of all learner groups.
- All training is conducted by experienced and qualified trainers who provide support to all learners.
- All assessment is fair and consistent.
- All learners have the opportunity to give feedback on our courses
- All learners queries and complaints are dealt with in a professional and timely manner
- All learner personal information is handled in accordance with the Data Protection Act
- Operation of a safety policy in accordance with the Safety, Health and Welfare at Work Acts 1989 and 2005

### Equality Policy

Chevron Training & Development Ltd is committed to excellence in education and seeks to ensure that all our students receive appropriate high quality support. Chevron Training are committed to delivering programmes of education and training and related services in a manner that accommodates diversity, combats discrimination and promotes equality of opportunity. Chevron Training combat discrimination on the 9 grounds and in accordance with The Equality Act 1998, the nine grounds are:

- **Gender**
- **Marital Status**
- **Family Status**
- **Sexual Orientation**
- **Religion**
- **Age**
- **Disability**
- **Race**
- **Social Background**

All training materials used in our courses reflect and support our equal opportunities policy.