

Dear,

Re: Employer Introductory Pack

May I take this opportunity to thank you for choosing BCTG for providing your organisations Learning and Development qualifications.

BCTG have a proven track record at delivering Learning and Development qualifications.

In a recent OFSTED Inspection our employer engagement activities were judged to be:

'Responsive to employer needs'

'High success rates'

This introductory pack contains the main information we think you will find useful as our relationship grows:

- Learner Entitlement Outline including Appeals Procedure
- BCTG's Equality and Diversity Impact Measures
- BCTG's Health and Safety Procedures
- Copy of your organisations Organisation Needs Analysis (ONA)
- Copy of individual members of staff Training Needs Analysis (TNA)
- Copy of learner's ILP – indicating Assessor and IAG Officers contact details
- Customer Complaints Policy
- Copy of Employer Telephone Survey
- Assessment Plans, Feedback Sheets

If you have any questions regarding the courses or qualifications that your staff are undertaking with BCTG in the first instance contact the assessor, whose contact details are included in this pack. If you require further information you can contact us here at BCTG on 08000 321 222 or visit our website at bctg.org.uk

Once again many thanks for choosing BCTG.

Kate Gough
Learning and Development Manager