

Employers Charter



Plumpton College



- If we are unable to deal with your initial request within ten working days, we will tell you why and how long it will be before we can
- A safe and healthy environment
- We will see you on time if you have an appointment
- Provide you with information using clear, plain language in a format that suits your needs
- If we cannot give you the information or provide what you need, we will try to put you in touch with someone who can
- We will continually talk and listen to you and act on what you tell us

What We Expect From You

- Employers who send staff on courses will offer support throughout the duration of the employee's course, including any examination or assessment periods
- Let us know immediately if your requirements change
- Give us feedback on the service you receive
- Let us know about any specific learning difficulty or disability that may hinder learning or that you may wish to bring to the attention of the course instructor to enable the College to offer and provide appropriate support
- Provide us with as much information about your requirements as possible
- Pay invoices according to any agreed terms

Employers Charter

Plumpton College was established in 1926 as the Agricultural College for East Sussex. It now provides a wide range of education, training, consultancy and other activities to service the needs of all land based industries and businesses. With a 650 hectare estate the college consists of a mixed farm, three commercial vineyards and a winery, riding stables, machinery workshops, horticultural glass and polytunnels, an animal unit and resources centre. There are two sites, the main campus at Plumpton and the Ivyland Centre near Battle. Plumpton College is a committed equal opportunities provider, so please contact us if you have specific requirements.

This document sets out details of Plumpton College's Employer's Charter and information that business users may find useful.

Aims

- To contribute to the development of successful business enterprise within the rural economy of Sussex through
 - Identifying the current and future training needs of land based and rural businesses
 - Working in partnership with others to develop appropriate, relevant and imaginative training to satisfy those needs
 - To develop mutually beneficial and positive relationships with businesses and employers

What You Can Expect From Us

- To deliver accurate and timely information
- To answer telephone calls within 30 seconds
- To address initial telephone enquiries within 24 hours
- To address initial enquiries by letter, fax or email within seven working days



Areas of Service

- Professional Development
- Business Management Training (bespoke on request)
- Work Based Learning:
 - Agriculture
 - Agricultural Machinery
 - Animal Management/Veterinary Nursing
 - Countryside Management
 - Forestry and Arboriculture
 - Horse Studies
 - Landscape & Sportsturf/Floristry
- Foundation Learning
- Further Education:
 - Agriculture
 - Agricultural Machinery
 - Animal Management and Animal Care
 - Countryside Management
 - Forestry and Arboriculture
 - Horse Studies
 - Horticulture, Floristry and Green Keeping
 - Outdoor Sport and Leisure
- Higher Education
 - Wine Studies
 - Animal Science
 - Countryside Management
 - Horse Studies
 - Forestry
 - Arboriculture



Visiting Our Offices

Our core business hours are 8.30am to 5pm Monday to Friday. Our staff will aim to see you on time if you have an appointment and within 20 minutes if you do not. Location maps are available on request.

However, our facilities are available outside these hours both for courses and training and also hire for outside groups (charges supplied on request).

We will consult you regularly about the service provided

We will continually talk and listen to you and act on what you tell us. We will also survey you as customers of Plumpton College on a regular basis to:

- Seek feedback on how we are doing
- Ask for your comments on service improvement

We will also monitor all feedback and use this to improve our service to you and ask non-users what would encourage them to start using our service.

Talk Back

We need to know if something goes wrong so that we can put it right.

Plumpton College welcomes any observations on any aspects of the services it provides. In the event of a complaints issue arising, it is hoped that this will be resolved amicably at the time of complaint. Therefore, in the first instance employers are advised to talk to the person concerned about the complaint. Often difficulties can be easily resolved when time is taken to talk an issue through.

If you are not satisfied with our initial response you can submit written comments by letter, fax or email. These should be addressed to:

Head of Services to Business
 Plumpton College
 Ditchling Road
 Plumpton
 Lewes
 East Sussex BN7 3AE
 Email: business-enquiries@plumpton.ac.uk
 Tel: 01273 890454
 Fax: 01273 890071



Supporting Rural Enterprise