

# CHARTER 2015/16

This charter tells you:

- What you can expect from us
- What learners can do to help themselves during their learning programme

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# DIDAC

## TO HELP THIS SUCCEED, WE WILL:

Give you current, clear and concise information about our services

- Help choose a programme/service at the start that is suitable, including help the business needs
- Give information on the qualifications and the opportunities to which they lead
- Ensure all understand the standards needed to reach to be successful
- Help learners settle into their programme and tell them what they need to know to become a successful learner
- Tell learners when, where and how they will be assessed

## DURING THE PROGRAMME, WE WILL:

Provide qualified and experienced staff

- Assess fairly and regularly
- Provide encouragement and feedback on progress
- Give advice on how improvement can be made
- Help identify learning difficulties and provide support make changes wherever we can
- Provide suitable resources for learning
- Ensure a safe and healthy condition within the workplace
- Ensure all are treated fairly, without prejudice

Didac wants learners to succeed and will do all it can to help them. With Didac, learners can follow;

- A wide range of training programmes
- From the age of 16+

We promote equality of opportunity. We seek to remove any unnecessary barriers to learning programmes and success.

Each year we aim to improve:

- Achievement rates
- Individuals experience of learning
- Customer satisfaction
- Staff qualifications and experience
- Raise awareness of Equality of Opportunity within the industry

You have the right to expect good service from Didac. Please give us your views on how we can improve.

# LEARNER/EMPLOYER

## TO HELP YOU SUCCEED, YOU AGREE TO:

Take an active part in induction activities

- Take responsibility for organising learning and produce a portfolio
- Ask for help if you need it
- Hand in any work on time
- Co-operate with all members of staff
- Keep to all regulations and policies
- Conduct yourself in an appropriate manner at all times
- Work to the highest standard possible at all times
- Notify Didac of any problems during the learning programme
- Provide feedback to Didac about the programme / service
- Liaise with Didac Staff to establish new programmes / services to meet your business needs
- Work with Didac to complete the programme in full and in a timely manner

## WE WANT TO GET IT RIGHT

*we want you to succeed*

If you have any worries about your learning programme, speak to your trainer/assessor as soon as you need it.

If you cannot contact this person, please contact Elaine or Tracy on 0800 773 4230.

- Please let us know if things go well
- Tell us if you are not satisfied with any aspects of your learning programme
- Tell us how we can improve

There are various ways of doing this:-

- Talk to your trainer/assessor or Jon Gibson
- Complete the learner questionnaire

Help us to help you unlock your full potential

# INDUSTRY

## our commitment

We aim to make a difference to the industry through:

- People – supporting personal development
- Progression – providing opportunities to advance
- Profit and performance – helping industry succeed
- Prosperity – promoting success and pride in the industry
- Promote and maintain a positive culture and attitude towards Health & Safety and Equal of Opportunity

# EMPLOYER

## our commitment

We aim to make a difference to your business by:

- Giving you clear and specific information about Didac and the services available
- Offer quality services at competitive prices
- Provide services focussed to meet your business needs
- Work with you for your employees success
- Provide regular reports
- Seek your views to ensure we are meeting your training needs
- Promote and maintain a positive culture and attitude towards Health & Safety and Equal of Opportunity

# STAFF

## our commitment

We will ensure that our staff are aware of Didac's aims and are offered training and development opportunities to enhance client's success. We will ensure that Didac staff fulfil their duties by:

- Promoting Didac's mission, ethos and values
- Taking a keen interest in Didac's activities
- Undertake training and development

Promote and maintain a positive culture and attitude towards Health & Safety and Equal of Opportunity.

# GOVERNMENT

Funding is made available to qualifying learners from the following organisations to grow skills and meet needs of the country and businesses

Funded by



Skills Funding  
Agency



Education  
Funding  
Agency



European Union  
European  
Social Fund