

Employer Charter



Michael John of Liverpool is a specialist provider of hair and beauty training programmes; operating from training salons in Liverpool City Centre, Birkenhead, Liscard and Old Swan. The needs of our employer customers is of paramount importance. This charter indicates the standards and levels of service that you can expect of us and our expectations of you as an employer.

What you can expect from us:

- We will ensure that your enquiry is dealt with professionally and in a timely manner; providing feedback on all telephone enquiries within two working days and acknowledging all emailed or written enquiries within three working days
- We will provide information, advice and guidance with regard to training programmes and the funding opportunities that are currently available
- We will provide a comprehensive Organisational Needs Analysis service, supplying you with information regarding training solutions that are appropriate to your business
- We will provide appropriately qualified and experienced staff to deliver training solutions
- We will deliver high quality training solutions, providing appropriate support to ensure that individual needs are met
- We will provide a healthy and safe learning environment
- We will provide regular progress reviews to both the learner (employee) and the employer
- We will provide the opportunity to feedback, enabling us to continuously improve our service to you

What we expect from you:

- To provide us with relevant information to enable us to identify the most appropriate training solution to meet your business needs
- To provide support to employees throughout their training programme, including allowing sufficient time to attend training sessions and tutorials and access to assessment opportunities in the workplace
- To provide a healthy and safe working environment; in accordance with current legislation
- To ensure compliance with safeguarding and equal opportunities legislation
- To provide feedback, enabling us to continuously improve our service to you
- To pay all course fees promptly, according to the agreed terms and conditions

REACHING FURTHER * AIMING HIGHER * VALUING DIVERSITY