

# Customer Service Standard

Excellent customer service is at the core of JTL's business philosophy. As an Investor in People (IiP) and an ISO 9001:2008 accredited company, JTL is committed to ensuring the success of the building services engineering sector by the guarantee of a workforce trained to world class standards through the following:

## Financial Support

JTL will provide financial support that will be reviewed annually to reflect changes in funding available via funding bodies in England and Wales and publish financial support information annually, paying training fees in accordance with JTL's current policy.

## JTL Assessment and Recruitment

JTL will organise and deliver local JTL assessment sessions and employers will be provided with lists of approved applicants (persons who have successfully completed the industry approved JTL assessment). Employers have responsibility for interview, final selection of successful applicant(s) and employment.

JTL will conduct a health and safety pre-placement vetting visit at the employing company's premises, additionally ensuring that all necessary contractual paperwork is completed as required by the funding authority. Once the company has successfully completed the pre-placement vetting, the apprentice may be signed onto the JTL scheme.

## Off-the-Job Training Provision

JTL will arrange for suitable local training provision for the relevant apprenticeship scheme and advise employers of necessary attendance requirements. All necessary study and NVQ materials will be issued, free of charge, to the apprentice or employer. Formal induction of apprentices at colleges/training centres will also be conducted.

An initial assessment of apprentices academic skills will take place during the first weeks at a college/training centre in order to determine any additional learning needs, for which support may be arranged by JTL in conjunction with the college/training centre.

In order to complete the relevant apprenticeship scheme, Key Skills elements must be attained (if not already achieved). Additional support and guidance will be provided to the apprentice as and when required.

## NVQ Systems Management

JTL will provide a full NVQ assessment and certification service for each apprentice and, with the co-operation of the employer, visit each apprentice at the workplace to conduct NVQ assessment and progress reviews. JTL will ensure that the completed NVQ portfolio is assessed, within an appropriate time frame and where corrective action is necessary agree this with the apprentice.

## Employer Reports

JTL will ensure that regular reports on each apprentice's training and NVQ progress are sent to the respective employer. These reports will include any changes that may be required for the apprentice to successfully complete the scheme. Such reports will be generated as a result of visiting the apprentice at both the college/training centre and on-site.

## Employer Training Forums

Employers will be advised of employer training developments and other local training initiatives where applicable via local Employer Training Forums (if in operation).

## Complaints Procedure

Should we fail to meet your expectations, then you are urged to contact your local JTL representative. If, after attempting to resolve the issue at this level, there is still a grievance please contact:

The Quality Assurance Manager  
JTL  
Stafford House  
120/122 High Street  
Orpington  
Kent  
BR6 0JS

