

## Mission

Our mission is to help apprentices realise their potential by making training an inclusive and enjoyable journey where they can start to differentiate their yesterday from today and make their future look even better.

To make this mission a success, we work hard to ensure every stakeholder in this journey is fully supported.



## Our commitment to you

As an organisation our staff will always:

- Be honest, ethical and professional
- Be helpful and courteous
- Listen to you and understand your issues
- Promote equality and diversity
- Meet and exceed the commitments made with you as part of our training offer
- Keep the communication channels open, accessible and address any issues that may arise
- Work in partnership with you and develop bespoke training offers

## Our service standards

In addition to 'our commitments', our aim is to meet the following standards:

- We will respond to your queries within 24 hours or at an agreed time
- Refer you to the most appropriate person in the organisation when you contact us
- We take feedback from our staff, apprentices and clients on board and implement any changes that are required





## Safeguarding and wellbeing

- We create and promote a safe and healthy work environment for all
- We have a dedicated Health and Safety Officer, a Safeguarding Lead and a Deputy Safeguarding Lead, we publish Safeguarding newsletters regularly which are shared with our apprentices and staff members
- We promote British values at all levels
- We comply with data protection and are registered with the Information Commissioner's Office

## Our quality standards in delivery

- We allocate a qualified tutor for every apprentice, our tutors have career and academic experience in their respective field of delivery
- We allocate an additional Functional Skills tutor for apprentices
- We respect and value the diverse nature of our apprentices
- We allocate a Partnership Manager who will be your first point of contact, and will also conduct a detailed Training Needs Analysis across your organisation
- Our quality assurance team has valuable experience in working with the regulatory bodies
- We have longstanding working relationships with End-Point Assessment Organisations



## Complaints

Pier Training strives to provide a high-quality service to everyone. Any complaint or expression of dissatisfaction regarding the provision of service provided by Pier Training is taken seriously.

### You can make a complaint by:



contacting us on  
**0121 740 0421**



writing to:  
**Marie Woodward**  
(Operations and Commercial Manager)  
Pier Training, 42 - 46 Hagley Road,  
Birmingham, West Midlands, B16 8PE



completing a  
**[Complaint Form](#)** here



emailing at: **[info@piertraining.co.uk](mailto:info@piertraining.co.uk)**