

Employer Charter

Acacia Training offers a comprehensive service for businesses and individual employees, and is recognised as one of the largest non-college based training organisations in the South West. We have built our reputation on the quality of our service, and it is supported by our IIP and Matrix accreditations.

Our achievements to date are a testament to the excellent relationships that we have built up over many years with the large network of employers who continue to use our services. This relies on partnership working where employer commitment is key to the overall success of all of our learning programmes.

What you can expect from us

- We will provide clear information, advice and guidance regarding our products and services
- We will respond to all employer enquiries within 2 working days
- We will provide each employer with a named contact at Acacia
- We will work with employers to establish both their current and future training needs
- We will provide appropriately qualified and experienced staff to deliver training solutions
- We will provide regular learner progress reviews, support and feedback
- We will provide employers with the opportunity to give feedback on the training solution provided
- We will ensure that employers are kept informed of opportunities available; including funding, new provision and relevant information
- We will ensure confidentiality at all times

What we ask from you

- To keep us informed of current details, including key contacts, address, telephone number and email
- To provide us with relevant information to enable us to identify the most appropriate training solution to meet your business needs
- To support employees undergoing training, allowing sufficient time to attend sessions and tutorials
- To participate in feedback, review and development opportunities
- To let us know of questions, concerns or complaints
- To pay course fees promptly, according to agreed terms and conditions

Health & Safety

Acacia Training is committed to ensuring that all sites where learning takes place are safe. This includes Acacia training centres, external venues and employer premises. Health & Safety checks, risk assessments and reviews will be carried out as appropriate.

Equality and Diversity

Acacia Training is committed to promoting Equality of Opportunity through a policy that ensures that any learner, prospective learner, member of staff or job applicant, receives fair and equitable treatment. The established policy pursues practices that aim to discourage and eliminate unfair discrimination on any basis.

Contact Details

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