

Enquirer (Customer Charter) Policy

1. Purpose

This Customer Charter states what customers can expect from Safe Skills Training Ltd from first enquiry to aftercare, and what Safe Skills Training Ltd requires from customers to deliver training.

This charter applies to all customers and all training services delivered by Safe Skills Training Ltd.

2. Our commitments

Safe Skills Training Ltd commits to the following:

- **Clarity:** We provide information in plain English.
- **Response times:** We meet the minimum service standards in Section 3.
- **Fairness and respect:** We provide a respectful, inclusive, and non-discriminatory service.
- **Written confirmation:** We confirm key booking details in writing.
- **Competence focus:** We deliver training that supports competence, not attendance-only.
- **Confidentiality:** We handle personal data in line with our Data Protection Policy and Privacy Notice.

3. Service standards and response times

The standards below are minimum service levels.

3.1 Enquiries (before booking)

- **Acknowledgement of enquiry:** within **2 working days**
- **Clarification questions and/or a call (if required to quote):** within **3 working days**
- **Quote / proposal provided:** within **5 working days**

3.2 Booking and scheduling

- **Date options offered:** within **5 working days**
- **Booking confirmation (in writing) once a date is agreed:** within **3 working days**
- **Pre-course information / joining instructions issued:** within **5 working days** of booking

3.3 Changes and cancellations

- **Response to change requests:** within **3 working days**
- **If Safe Skills Training Ltd changes a confirmed date:** Safe Skills Training Ltd will contact the customer and offer alternative dates.

3.4 Aftercare and follow-up

- **Post-course queries:** response within **5 working days**
- **Certificates / completion evidence issued:** within **10 working days** of course delivery
- **Invoice issued:** within **5 working days** of course delivery

4. Customer requirements

To enable Safe Skills Training Ltd to deliver training, customers must:

- Provide accurate booking details, including location, learner numbers, course type, and site rules
- Confirm the decision-maker and the main point of contact
- Provide any internal procedures that training must align to
- Provide accessibility requirements before delivery
- Ensure learners arrive on time
- Ensure learners are fit to participate in practical activities
- Provide a suitable training space and facilities as set out in Section 7
- Confirm attendance and outcomes within **2 working days** of delivery when requested

5. Communication standards

Safe Skills Training Ltd will:

- Communicate professionally and respectfully
- Confirm key details in writing, including date, location, scope, and price
- State what is included and what is not included
- Keep a record of key decisions and changes

Customers must:

- Treat Safe Skills Training Ltd staff and associates respectfully
- Provide only the minimum personal data required for booking, delivery, and certification administration

6. Quality and safety

6.1 Training quality

Safe Skills Training Ltd delivers training that is:

- Aligned to the course scope agreed at booking
- Practical and confidence-building
- Focused on safe technique and understanding

6.2 Safety and participation

If a practical activity is not safe for a learner, the learner must not take part in that activity.

If the training environment is unsafe, Safe Skills Training Ltd will stop the session until the issue is resolved.

If aggressive behaviour occurs, Safe Skills Training Ltd will stop the session.

7. Venue and on-the-day requirements

Customers must provide:

- A room with sufficient space for the group size and course type
- A screen/TV or projector for slide-based delivery
- Power sockets
- Ventilation
- Toilets and handwashing facilities
- Parking and access for equipment

For practical courses, customers must also provide:

- Space for practical activities
- A clean area for equipment setup

8. Pricing, invoices and payment (high-level)

Safe Skills Training Ltd will:

- Provide pricing in writing
- Confirm additional costs in writing before delivery
- Issue invoices within the timescale in Section 3.4

9. Data protection and confidentiality

Safe Skills Training Ltd handles personal data in line with its Data Protection Policy and Privacy Notice.

Customers must not send special category data unless Safe Skills Training Ltd requests it in writing.

10. Feedback, concerns and complaints

Customers can provide feedback by email.

Formal complaints are handled under the Complaints Policy.

Contact email:

- andy@safeskillstraining.com

11. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually

Version control

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Date	Summary of changes
17/04 /2026	First issue
17/04 /2026	Reframed response times as minimum standards
17/04 /2026	Removed delivery-day/non-delivery-day split; set a single minimum standard for response times
17/04 /2026	Removed ambiguous wording in commitments; aligned commitments to the stated minimum service standards
17/04 /2026	Removed qualifiers and optionality; set fixed rules with no exceptions

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