

Customer Charter

Introduction

This document explains what we do, how we seek to work with you in maintaining and developing your knowledge, what we can expect of you and what you can expect from us.

About the Emergency Planning College

As part of the Civil Contingencies Secretariat (CCS) of the Cabinet Office, we play a vital role in the Government's effort to improve the United Kingdom's resilience.

Established in 1989, we are the largest provider of multi-agency training and development for emergency planning and crisis management in the UK.

We offer a range of learning and development opportunities designed to help you develop the key skills and awareness required, in order to improve your capabilities to prepare for, respond to and manage potential disruptive challenges.

Mission Statement

To deliver multi-agency training and doctrine to support UK resilience.

Aim

To provide high quality and cost effective training which is current, appropriate and professionally presented.

The College will achieve this by:

- developing the personal skills, abilities and qualities of both its delegates and staff
- delivering well researched, intuitive and quality material on all events
- providing clear, complete and accurate advice and guidance for crisis management and emergency preparedness
- identifying, collating and disseminating information and Best Practice
- developing doctrine, protocols and procedures relative to the College programme

Equality and Diversity

College employees, contract staff and visitors are expected to adhere to the following principles in the workplace: to treat visitors, the public and each other, regardless of gender, race, religion, ethnic or national origin, age, sexual orientation or disability, with:

- dignity and respect
- fairness
- honesty and integrity
- openness and courtesy

In doing so, other's beliefs and differences will be valued and respected without prejudice or malice.

If any practice, procedure or policy enacted with the College contravenes these principles, the individual or management team will respond with a willingness to change.

How to Contact Us

We are available to answer enquiries, or to take bookings, Monday – Friday between 08:30 – 17:00. Outside of these hours an answering service is available.

T: 01347 821406

F: 01347 822575

E: epc.reservations@cabinet-office.x.gsi.gov.uk

W: www.cabinetoffice.gov.uk/epcollege

The Emergency Planning College
The Hawkhill,
Easingwold,
York,
YO61 3EG



What YOU can expect from us

- information about your course arrangements before you start the course
- timely receipt of any distance learning/pre reading material that may require study prior to the start of your course
- the aims and objectives of your course either before, or at, the start of your course
- appropriate facilities and equipment to help you undertake the study necessary
- accurate and consistent information presented in the most appropriate way for ease of understanding
- fair and objective assessment of your work. Constructive feedback on your development throughout the course
- college Trainers who are regularly assessed and developed
- regular course evaluation
- the delivery of Off-Site events to time and within agreed cost. Where travel or other delays are experienced you will be notified as soon as possible
- implementation of policies in Health & Safety, Equal Opportunities, Harassment and Grievance Resolution where appropriate. Prompt and reliable service
- A comfortable and relaxed environment for both learning and leisure times whilst attending the College
- polite, considerate, open and honest staff. Respect for your privacy
- your personal information to be treated in the strictest confidence in accordance with the Data Protection legislation
- to be listened to and to be offered support as appropriate

What to do if things go wrong

- feel free to speak to someone about any problems you may have
- some people who may be able to help:
 - reception
 - your College Trainer

What WE expect from you

- for all administrative documentation and course work completed and returned on time
- to notify the College if you will be late or are unable to attend the event at the earliest opportunity
- to comply with policies and procedures on Equal Opportunities, Harassment and Health and Safety
- to inform the College of any special learning requirements you have so we can, where possible, take appropriate action
- to inform the College of any circumstances that may impair your progress.
- to be punctual, motivated and committed to your own development
- to help create a supporting learning environment by treating all staff, colleagues and others with dignity and respect at all times
- to provide constructive feedback on our services and performance
- to enjoy the College's recreational facilities but ensure that your behaviour does not offend fellow delegates or disturb their rest