



INTRODUCTION TO SIMPLY THE BEST TRAINING CONSULTANCY LTD

Simply the Best Training Consultancy Ltd is a training and development business, providing services to individuals, SMEs and larger corporate organisations including the public and private sectors.

As well as tailored personal and organisational development events, programmes leading to accreditation with Lantra Awards, The English Speaking Board, NPTC and City & Guilds are offered.

We offer a wide portfolio of training services and provision, in addition to business consultancy. We also work closely with other specialists to be able to deliver a truly customised service and thus as a small but committed team it is our policy to offer exceptional personal service tailored to individual requirements.

We are of varied age groups and each have specialised areas of expertise. We are confident that our delivery techniques and styles will be of the highest quality at all times.

1. We will always define terms of engagement with the client before work commences, and the terms will cover:
 - Timetabling
 - Acceptable numbers of participants
 - All fees payable, and invoicing system
 - Rescheduling fees
 - Areas of responsibility regarding equipment and venues
2. We will identify the needs and objectives of our clients by full discussion regarding:
 - Nature of event or course
 - Timetabling organisation of event or course
 - Individuals delivering event or course
 - How the task will be executed to meet clients objectives
 - Where variations may be required for specific agreed reasons
 - Evaluation procedures and their monitoring

3. We will at all times, deliver quality work, within our specialisms and areas of expertise, to our clients. Appraisals will be produced and accurate records maintained of work performed.
4. We will protect the interests of our clients by always respecting confidentiality and any disclosures or publicity will be fully agreed with the client.
5. We will disclose to our clients any relevant information, which may have a bearing on future business, and we pride ourselves on our honourable business ethics, resulting in a Good Corporation Award.
6. We will enter full and reasonable negotiation at any time with our clients in the event of a dispute or dissatisfaction, or complaint, with total commitment to resolving such situations to the satisfaction of both parties.
7. We operate under a non-discrimination policy, and have considerable experience and expertise in integrating the disadvantaged learner.
8. Simply The Best Training operate the following policies that apply to all activities conducted by us:
 - Health & Safety Policy
 - Equal Opportunity Policy
 - Countryside Policy
 - Environmental Policy
 - Welsh Language Policy
 - Children and Vulnerable Adults Policy
 - Accident / Incident Policy
 - Appeals Policy
9. Simply The Best Training set out its operational procedures as follows:
 - CLIENT - Terms, Conditions & Procedures
 - INSTRUCTORS - Terms, Conditions & Procedures
 - LEARNERS - Terms, Conditions & Procedures

Julie M Thomas
DIRECTOR