



WHAT LEARNERS CAN EXPECT OF US

- Simply the best training! We use top quality instructors that are extremely professional in order to enhance your learning experience.
- At our site you are provided with tea & coffee making facilities, biscuits, and there is a microwave available to you for your use
- For short courses you will receive a letter of confirmation, detailing dates, timings, maps, facilities available and relevant PPE. For longer courses you will receive a full induction pack prior to attendance, and induction on the first day,
- If you have any concerns or requirements regarding the course or instructor, please contact our office (next to the training centre) at the earliest opportunity.
- Please be aware that for courses that run at Caerlan, you are coming to a working farm in a rural environment.
- If you have an issue or grievance that we cannot resolve to your satisfaction, you may instigate our STB appeals procedure.
- Our awarding bodies also have a grievance policy to which you will be offered access.
- Final certification is always sent by Recorded Delivery on receipt of payment.
- We will take photographs for your Skills Card (if applicable) and retain copies of records should you need access in the future.