



We have recently undergone several quality inspections from e.g. Matrix Accreditation, Investors in People, and all have had the same critical feedback; we don't tell people just how good we are. Apparently, if WE don't shout about it, WHO will? So here goes-

Who are we?

We are a small company with big ideas, professional, qualified and caring staff, and an attitude to learning - that it should be fun, inclusive and continuous

What do we stand for?

Quality
Understanding
Adaptability
Learning
Inspirational
Flexibility
Innovative
Committed
Approachability
Transparency
Inclusiveness
Openness
Nurturing
Specialists

In other words- **QUALIFICATIONS**

What do we do?

Exactly what you the Employer wants, not what we think you want! We always discuss with you, your requirements e.g.

- Where do you want the learning to take place?
- What times and dates are most suitable to fit in with your

Actively Promoting Equality & Diversity in Learning & Development

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INVESTOR IN PEOPLE

business operations?

- What do you want included in the learning, apart from the specific qualification requirements?
- Together we can complete an Organisational Training Needs Analysis and a Company Wide Training Plan for you to implement
- We can deliver a Whole Package Training Programme, specific to your needs, without you having to source several providers, in other words A One Stop Shop

Where do we stand on Equality and Diversity?

- We DO operate a policy based on inclusiveness
- We DO NOT tolerate racism, bullying or harassment
- We DO WELCOME people of all ages and abilities, ethnicity and cultures

We have one criteria that all learners shall agree to

- The learner shall be **Committed** to their learning and have the **Ability** to achieve -

And one criteria that employers shall agree to:

- To Support and Encourage your learners through to successful completion

And Us?

- We shall Support and Encourage all learners
- We shall Ensure that all learners are working to their Full Potential to achieve as high a qualification as they are able to
- We shall NOT set a learner up to fail

What makes us different?

We care about our learners, our employers and our staff. We are a team and we work as one. We are committed to our profession – learning & personal/professional development. We work with you. We enjoy our work. Learners enjoy our methods. Employers enjoy our honesty and integrity.

Our identified strengths

- Excellent training delivery
- Excellent outcomes
- Very good attendance
- Flexible delivery to fully meet the employer's needs e.g. Term times taken into account
- Equal opportunities

- High Learner retention
- Learner achievements
- Skills for Life delivery & achievements
- Excellent trainer commitment to learners
- Excellent EV reports
- Managing change

A previous inspection viewed our Equal Opportunities Strategy as an example of best practice. We are not sure why, as we do these things automatically, and naturally;

Equal Opportunities Strategy

We Implement Equal Opportunities By:

- Ensuring all staff operate our Equal Opportunities Policy
- Being aware of the Equal Opportunities policy and application
- Monitoring their adherence to the policy
- Treating people as individuals
- Recognising and supporting individual learning needs e.g. dyslexia, basic literacy (Induction, ILPs, reviews)
- Maintaining learner confidentiality at all times
- Offering one to one support
- Allowing learners have access to their assessor evenings and weekends via mobiles (be able to work on their folios rather than worry)
- Assessments are carried out to suit the learners' shift patterns, including evenings and weekends (assessment planning, agreed outcomes)
- Offering counselling
- Giving advice and guidance
- On-going support throughout the programme (to ensure positive outcomes)
- Confidence building (may not have been in a learning environment for many years)
- Help build learners self esteem
- Making certain the learner is able to achieve the qualification within their own workplace
- Making sure the learner is working towards the correct qualification that meets their needs and career enhancement
- Matching the qualification to the job role of the learner

Why do our clients keep coming back to us?

That's an easy one to answer. With our commitment to learning and development, and the relationships we have built up over the years, we are trusted to deliver quality training on time, every time. With our commitment to learner achievement we ensure we support our learner's right to the end. That's why our employers and our learners keep coming back to us.

Why should you choose us?

We are not perfect, by any means. But we do our best every time. And if there is a problem, we face it head-on and deal with it. The very few complaints we have had over the years have all been dealt with effectively and efficiently. We continually try to improve in every aspect of our

business. We recognise and act on feedback. We actively seek feedback from all our clients. And finally,

WE WON'T LET YOU DOWN!

That's why you should choose us..... Thanks for your continued support,

Susan Comer
Co Director

Ron Harper
Co Director

Cathy Murphy
Training Manager

And all staff of CKW Training Consultants Limited

For your additional information, we are accredited/approved by the following bodies

AWARDING BODIES



PROVIDER STATUS



QUALITY PROCESSES



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