

## Quality Charter

### A statement of entitlements for Learners, Schools, Colleges, Businesses and Strategic Partners

#### Introduction

Netco Management Services Ltd is a social enterprise that prides itself on quality delivery and contract management.

The NETCO is committed to improving standards of service for all stakeholders throughout. Although they are not public sector organizations, it is appropriate for the NETCO to adopt the nine principles of Public Service from Service First, the Chartermark programme. The Charter programme requires that all public services should set out clear standards of service, and report on their performance; should consult and involve their users in carrying out these tasks; and should provide effective remedies to identified issues.

In addition, being business focused, NETCO are further committed to the principles of Customer First standards, Investors in People, Matrix and Gatsby Careers standards and ISO9001.

#### NETCO Statement and Priorities

- have committed to self-review and continuous improvement founded on evidence-based innovative practice.
- will always agree a personalised and specific contract for work identifying aims and objectives, outcomes, outputs and milestones to reflect customer need.
- will co-ordinate our work internally to provide a coherent, efficient and effective response.
- will develop networking opportunities to help share best practice experience.
- will encourage calculated risk taking, in order to be creative, inspirational, innovative and enterprising.
- will work collaboratively with partners to secure the benefits of shared experience and expertise and provide best value solutions.
- to support achievement and attainment through innovative, creative, targeted interventions

#### NETCO commitment to Young People and Education

##### NETCO Provide the environment for young people to become: -

- Successful learners
- Confident individuals
- Responsible citizens
- Active participants
- Enterprising individuals

#### NETCO are committed to achievement and standards

- Raise levels of achievement at all key stages for all young people
- Improve young peoples' progress at all key stages
- Enhance employability and entrepreneurial skill levels

#### NETCO personal development and well-being

- Improve attendance
- Improve motivation
- Improve support for behaviour
- Improve attitudes to work

### **NETCO commitment to Quality of provision**

- Improve the quality of teaching and learning
- Provide a curriculum that meets the needs and interests of all learners
- Ensure curriculum relevance to the world of work

### **NETCO commitment to leadership and management**

- Build and sustain the capacity to change and improve
- Maximize the use of business models in improving curriculum and school improvement

### **NETCO commitment to Business**

#### **NETCO providing an environment for the workforce to become**

- Lifelong learners
- Confident individuals
- Responsible citizens
- Active participants
- Skilled individuals

### **Committed to achievement and standards**

- Enhance economic regeneration
- Improve Corporate Social responsibility outcomes

### **Personal development and well-being**

- Improve workforce motivation
- Increase workforce engagement
- Decrease absenteeism
- Improve attitudes to work
- Improve the working environment

### **Quality of provision**

- Improve the quality of skills, knowledge and understanding
- High quality training and support
- Ensure mutually beneficial partnership activity

### **Leadership and management**

- Enhance business capacity and infrastructure
- Maximize business opportunity
- Enhance cooperate social responsibility

### **NETCO Entitlement for Learners**

Involvement with activities that will:

- Be high-quality and enjoyable
- Give you new perspectives on your learning
- Widen your horizons
- Help you make progress and achieve
- Increase your confidence
- Allow you to make a real contribution
- Give you a chance to grow your skills
- Challenges your perceptions
- Provide you with opportunities
- Better prepare you for the world of work

... within a learning environment where you will be:

- treated with fairness, consideration and respect
- provided with realistic and relevant learning experiences
- given the opportunity to communicate your views
- given impartial and reliable information

### **NETCO Entitlement for Education**

Involvement with activities that will:

- Enable you to integrate work related learning and enterprise into the curriculum
- Provide clear lines of communication with a single point of contact
- Provide quality assured processes with best practice support, advice and guidance
- Broker customized support through partnerships with employers
- Contribution to raised aspirations, achievement and attainment
- Enhance staff awareness and understanding of work related learning, careers and enterprise education
- Facilitated employer engagement to enhance and enrich the curriculum
- Promote increased attendance, and motivation
- Provide opportunities to engage with creative and innovative curriculum approaches
- Support the organizational aims, objectives and aspirations

within an education environment where you will be:

- treated with consideration and professionalism
- provided with best value and best practice solutions
- given the opportunity to communicate and provide feedback
- given impartial and reliable advice and guidance

### **NETCO Entitlement for Business**

Involvement with activities that will:

- Contribute to your business objectives
- Enhance workforce development
- Have clear lines of communication with a single point of contact
- Be part of a quality assured processes
- Offer best practice support, advice and guidance
- Offer best value solutions
- Broker and support successful partnerships with schools
- Provide an opportunity to have an impact on shaping the employability skills of the future workforce
- Provide an opportunity to deliver the companies social responsibility agenda
- Enhance opportunities to raise the profile and promote the image of your organization

within an business environment where you will be:

- treated with consideration and professionalism
- provided with best value and best practice solutions
- given the opportunity to communicate and provide feedback
- given impartial and reliable support and guidance

## **NETCO Entitlement for Strategic Partners and Contract providers**

Involvement with activities that will:

- Be delivered by an experienced and trusted service
- Provide a customized response, offering creative, innovative and flexible solutions through partnership working
- Provide best value solutions
- Provide best practice interventions
- Establish effective communications underpinned by comprehensive, understanding of current national and regional drivers in employability, enterprise, careers and regeneration.
- Facilitate the interpretation of government policy into effective action at local, sub regional and regional levels
- Ensure well-qualified personnel, experienced in the public and private sectors and able to work autonomously at the highest level
- Work with utmost integrity, transparency and impartiality.
- Contribute to economic regeneration through raising the skills and aspirations of young people.
- Contribute to economic regeneration by raising the skill levels of business partner employees.

within an partnership environment where you will be:

- treated with consideration and professionalism
- provided with best value and best practice solutions
- given the opportunity to communicate and provide feedback
- given impartial and reliable support and guidance