

Learner Communications Policy

Focus Management for Business Limited recognises the need for transparency and it is essential to have a comprehensive communications policy. This policy provides guidance for learners and will be reviewed on an annual basis to ensure accuracy and relevance.

We realise the importance of open communications, and aim to provide a responsive and informative service to all our learners. All learner communications, from initial enquiry to completion are tracked on our CRM database to provide a seamless service.

Learners/Trainers:

1. Communications between learners and their trainer(s) can take the form of face to face discussions, electronic exchanges, telephone conversations, which all may be utilised to address a training concern.
2. Alternatively we have the 'Focus Mentor' facility on our website where a learner can place a question or concern, submit it and a response will be made within 24 hours.
3. Trainers may only contact the learner via the methods and processes, agreed within the induction process.
4. All comments are reviewed by the Focus Quality Manager and actioned appropriately.
5. We appreciate compliments, which are discussed at team meetings, to 'share good practice' and may initiate a case study.
6. Issues or comments of a negative nature are dealt with personally by the Managing Director.



Malcolm Yates
Managing Director

Date 26th June 2018