

# **LANCASTER TRAINING SERVICES LTD**



## **MISSION STATEMENT**

Lancaster Training Services Ltd are committed to providing the best possible training for all participants in their training programmes.

## **VISION STATEMENT**

Lancaster Training Services Ltd aspires to expand the range of training provision in order to cover as many aspects of the road haulage and automotive industries as demand requires.

## **COMPANY VALUES**

### **1. To Safeguard and Promote the Welfare of our Learners**

- Identify and protect the vulnerable
- Promote Safeguarding throughout our organisation and its stakeholders

### **2. To serve the customer**

At the end of every training course/programme, customers must feel: -

- They have experienced quality training and professionalism.
- They have achieved their aim.
- Confident to recommend LTS to a colleague or friend.

### **3. To Encourage inclusion and participation**

- The Company strives to promote inclusion and participation from all members of society via: -
- Proactive marketing of training programmes in order to redress the imbalance of customers/learners in terms of gender, ethnic group etc.
- An open policy on selection and recruitment
- An active role in updating and supporting local employers in terms of their roles and responsibilities.

### **4. To Encourage employees**

Value is placed on: -

- The development of staff through appraisal and training.
- The opinions and observations of staff.
- Staff morale and the maintenance of a team spirit.

### **5. To continuously monitor equipment and resources to enhance training programmes and the working environment**

- Ensure we are working with modern up to date resources within a safe environment

A handwritten signature in black ink, appearing to read 'Richard W Little'.

Richard W Little – Chairman

<b><u>Document Control</u></b>	
Issued	22/8/16
Version	2
Reviewed	Aug 18
Next Review	Oct 19
Owner	M Horabin
Title	Training Manager