



**We are
NOCN**

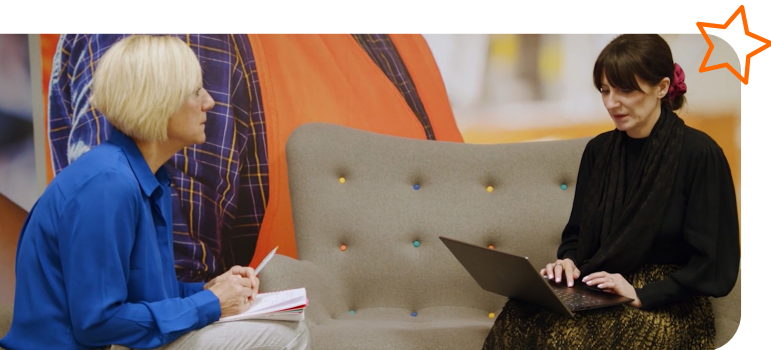
www.nocn.org.uk | 0300 999 1177



About us

NOCN Group was formed in 1987. Over the past ten years, it has grown steadily and now comprises several specialist areas within the vocational training, skills and education sector.

NOCN Group is a progressive educational charity working to offer regulated qualifications, apprenticeships, End Point Assessments, and consultancy. We support a wide range of industry sectors such as agriculture, business administration, catering & hospitality, construction, education, engineering & manufacturing, financial services, green skills, hair & beauty, health & social care, management, retail/sales & marketing, science & technology, security & facilities management and transportation & logistics.



We influence: We work closely with regulators and governments to influence policy decisions affecting the sector on behalf of the providers we serve.



We specialise: Our subject matter experts create learning content tailored to meet the future needs of the sectors we operate in.



We care: We aim to work in partnership with our customers, offering support and training to ensure an excellent learner experience.



We are sustainable: in our pursuit to create long term ecological, social and economic value in all that we do to support the Net-Zero economy through individual actions and organisational strategy and initiatives.

We're committed to Equality, Diversity and Inclusion and were the first awarding organisation to achieve a Leader in Diversity award.

Charitable objectives



We are a registered charity (1079785), operating not-for-profit and investing income back into the organisation with the following objectives:

- Promoting and widening participation in education and training, particularly for those previously excluded from educational opportunities.
- Improving the quality and flexibility of educational provision for the public benefit
- Providing access to learning opportunities and facilitating progression for further learning, employment, and higher education, mainly through the award of credit and credit-based qualifications.

NOCN Group strives every day to deliver services in line with these aims. It also supports projects and provides services which specifically meet these objectives, including:

- Pathways to Adulthood Study Programme
- UNDP Bangladesh
- The Festival of Learning
- Equality Diversity and Inclusion (EDI)

Our values



Responsive

Be the best we can be as professionals, departmental teams and as a charitable organisation.



Supportive

Creating a safe, healthy, caring and customer-responsive environment.



Honest

Acting with integrity to instil confidence in our customers, learners and colleagues.



Ethical

Transparent, fair and honest in our management and communications, promoting engagement with all.



Sustainable

In our pursuit to create long term ecological, social and economic value in all that we do to support the Net-Zero economy through individual actions and organisational strategy and initiatives.



Innovative

Promoting an environment where innovation and creativity are encouraged.



Respectful

Supportive behaviour towards each other, our customers, and our learners. Creating an environment and service that embodies equality, diversity and inclusion.

Our values & behaviours

The following outlines the behaviours employees are expected to demonstrate or avoid in line with the NOCN Group Values. This is not an exhaustive list and should be used as a guideline for acceptable conduct.



Responsive

We will

- Come to work with a positive attitude to drive positive action across the whole group
- Contribute to the strategic direction of the NOCN Group
- Build good links with other teams and individuals across the group, communicate clearly and in a timely way, and work as one team/group
- Keep colleagues across the group informed and updated on issues that affect them
- Work across the group with a 'can do' attitude
- We work hard and take pride in our work
- Be reliable, on time and meet deadlines
- Be flexible to meet the needs of the business as they change and evolve
- Try our best at all times

We will not

- Support a blame culture when things go wrong
- Accept poor performance or standards
- Work in silos or in isolation
- Shy away from a challenge
- Dismiss other people's ideas/views
- Refuse to support colleagues, even though we have capacity
- Lack pro-activity
- Be inflexible



Supportive

We will

- Pride ourselves on high levels of customer service and customer satisfaction
- Be helpful, polite, and friendly to all of our customers, internal and external
- Give others time and support to complete their work
- Support each other to learn and develop new skills
- Take time to understand the needs of our customers fully
- Be solutions focussed
- Listen to and act on customer feedback

We will not

- Be unhelpful or rude to customers, internal and external
- Be disrespectful to our customers
- Make promises that we cannot keep
- Make decisions that do not put the customer first



Honest

We will

- Value and support our internal and external customers
- Never lose sight of our mission to support learners in their goals in life and work
- Put the mission at the heart of all of our policies and procedures
- Understand our relationship with the learner via our customers
- Admit our mistakes

We will not

- Take credit for other people's good work
- Avoid responsibility if problems arise
- Put quantity before quality
- Gossip or undermine others.



Sustainable

We will

- Seek opportunities to reduce our carbon footprint through reducing unnecessary travel.
- Strive for paperless ways of working, embracing technology and reduce printing.
- Take opportunities to reduce, reuse and recycle in our day to day activities.
- Ensure we maximise energy efficient ways of working.
- Maximise opportunities to partner and collaborate across industries in sustainable markets and sectors.
- Seek to educate our colleagues, partners, customers and suppliers in sustainability.
- Work with others in our sector to reduce carbon emissions.

We will not

- Travel without regard to considering alternative options to reduce the carbon footprint.
- Consume natural resources when there is a viable option to recycle or use recycled resources.
- Disengage from sector initiatives and programmes which aim to improve sustainability of our sector.
- Promote unsustainable practices and approaches.
- Default to unsustainable habits where sustainable options are available and viable.
- Shy away from constructive reflection and feedback on better sustainable ways of operating as individuals and/or organisationally.





Ethical

We will

- Embrace and respect the diversity of our staff within the group
- Ensure we all understand what is expected of us
- Promote positive outcomes of learners we help to support
- Show appreciation and praise good work
- Challenge inappropriate behaviour and attitudes
- Treat our staff, partners, customers and suppliers fairly
- Always work with our charitable objectives in mind

We will not

- Be discriminatory against others
- Breach learner confidentiality
- Deviate away from our charitable objectives
- Be purposefully difficult or unreasonable with colleagues, partners, customers or suppliers
- Hinder progression of colleagues within the group or to external organisations





Innovative

We will

- Strive for innovation in all that we do
- Encourage creativity and different ways of thinking
- Work together on shared projects across the group
- Complete robust change plans to support the success of the group
- Accept that sometimes new ideas fail
- Be open to change
- Apply technology where appropriate to help improve our productivity or offer the customer

We will not

- Restrict new ideas
- Be so risk-averse that we hinder innovation
- Say, "This is the way we always do it"
- Rush into action without full planning
- Stick to a course of action that isn't working



Respectful

We will

- Care about others and look out for each other
- Celebrate achievements
- Speak highly of NOCN Group and what we stand for
- Come together as a group for team-building exercises

We will not

- Be unwelcoming to new members of staff
- Moan, complain or make unhelpful comments
- Demonstrate a lack of concern
- Say, "It's nothing to do with me"
- Disregard requests for support from colleagues
- Forget that we represent NOCN Group and the charitable objectives of the organisation

Service standards

Understand the customer and their needs

Develop an understanding of customers (internal and external) and the problem you're trying to solve for them.

Own and solve a whole problem for the customer/service user

Take ownership of solving a whole problem for customers/service users, working with other teams and colleagues where necessary.

Provide a joined-up experience across all channels

Look for opportunities for efficiencies in how the service is delivered if there is a common issue that is impacting several service users. Seek to solve it or make it known so a resolution can be sought.

Make the service simple and efficient to use

Build services or processes that are simple, intuitive and understandable and efficient to administer. Ensure users understand their role and responsibilities where relevant.



Make sure everyone can use/ access the service

Take ownership of solving a whole problem for customers/service users, working with other teams and colleagues where necessary.

Be responsive

Work to SLAs. If there is a likelihood that SLA will be exceeded, explain this to the service user upfront. Adapt to changing needs in an agile manner.
Prioritise effectively.

Communicate effectively

Communicate in plain English, avoid using terms the user is unlikely to understand, using the channel most appropriate for the situation. Keep them updated where possible.

Create a secure service which protects customer's privacy

Evaluate what data the service will be collecting, storing and providing and ensure that personal data is stored and shared carefully and confidentially.

Define what success looks like

Each service identifies metrics which define how teams are performing and monitors these accordingly.





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