Who We Are

NOCN Group is a progressive educational charity that has been ‘creating opportunities’ in the UK and internationally for 30 years.

The group is made up of leading learning and development organisations specialising in areas including the design and delivery of vocational qualifications, apprenticeships End Point Assessment, Access to Higher Education, construction sector skills, and international education and skills consultancy.

We put social ambitions before commercial aims and take an ethical approach, promoting equality, diversity and inclusion. We focus on increasing productivity and social mobility for the benefit of all in everything that we do. As a group, we strive to stay at the forefront of the latest in skills development globally.
Charitable Objectives

As a successful not-for-profit business, NOCN provides excellent value for money, with low overheads and the reinvestment of surplus back into the business, resulting in competitive prices and excellent quality.

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

The advancement of education of the public in one or more of the following ways:

- By promoting and widening participation in education and training including for those people who have previously been excluded from educational opportunities.
- By improving the quality and flexibility of educational provision for the public benefit, including for those people who have previously been excluded from educational opportunities; and
- By improving access for learning opportunities and facilitating progression to further learning, employment and higher education particularly through the award of credit and credit-based qualifications.

NOCN 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)
NOCN Group Culture Charter

We are an organisation where everyone comes to work with a positive attitude, to provide our customers and colleagues with the highest standards of service.

We never lose sight of our overall mission to support learners in their goals in life and work.

In delivering our strategic objectives the NOCN Group and its employees will seek to develop a NOCN Group culture that underpins professional standards and behaviours.

In addition, all employees are expected to uphold British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

This Culture Charter aims to give guidance to all employees as they carry out their roles within the NOCN Group. It is important that the environment which we create is one which is enjoyable, supportive, non-threatening, safe, clean and conducive to working and learning.

We are all expected to conduct ourselves in a responsible and professional manner when undertaking our duties and fulfilling our responsibilities, and to comply with lawful and reasonable instructions from line managers.
We all have a responsibility to understand what is expected of us and the role we have to play in working within the spirit of these guidelines.
Values & Behaviours

The following table outlines the types of 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.

HR CONTACT DETAILS

Group HR Manager
Louise Fort
Phone: 0753 4306 948
Email: louise.fort@nocn.org.uk

HR Officer
Bradley Wytak
Phone: 0114 2133 093
Email: Bradley.wytak@nocn.org.uk

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, communicating clearly and in a timely way, work as one team/group;
- Keep colleagues across the Group informed and updated of 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 isolation;
- Shy away from a challenge;
- Dismiss other people’s ideas/views;
- Refuse to support colleagues, even though we have capacity;
- Lack proactivity;
- 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 fully understand the needs of our customers;
- Be solutions focussed;
- Listen to and act on customer feedback.

WE WILL NOT

- Be unhelpful or rude to customers, internal and external;
- Be disrespectful about 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.
**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 or treat others unfairly;
- 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;

**OPEN**

**WE WILL**
- We take responsibility for our own development;
- Demonstrate our willingness to learn new things;
- Seek out new opportunities for development;
- Be reflective practitioners and look for continuous improvement;
- Accept and respond to feedback;
- Be open to change;
- Be friendly, approachable and respectful;
- Take opportunities to get involved;
- Keep up to date with what is happening within the Group.

**WE WILL NOT**
- Be discriminatory or treat others unfairly;
- 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 success;
- 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 clearly 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 whole staff 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.

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