



## **B2B LEARNING COMMITS TO :**

- Assure a fast and adapted response to any commercial or administrative enquiry, in conformity with our procedures.
- Take care of the trainee's material well-being during the courses to support and facilitate their training.
- Offer and develop in-company training courses adapted to the needs of its customers, taking into account their specific requirements and objectives.
- Develop and update each training program in complete coherence with the objectives of the course and the evolutions of the market.
- Organise and deliver exams and certifications in accordance with the standards of the certification bodies.
- Exclusively select senior and, whenever applicable, certified trainers with a proven practical and didactical experience.
- Ask our trainers to animate their courses in a lively way and to imply the trainees as actors of their training by putting them in situation, whenever it is possible.
- Require trainers to take into account the collective and individual expectations of the trainees within the framework of the announced program.
- Assess and evaluate the trainers on a regular basis for continuous improvement of our services.
- Allow each trainee to acquire and reinforce his/her competences and knowledge in the chosen domain.
- Deliver quality and up-to-date training material to each delegate.
- Measure the quality and satisfaction of our customers and trainees.
- Manage and respond to complaints and incidents in an effective and transparent manner and set up corrective measures whenever it is necessary.