



In light of the uncertainty surrounding the recent outbreak COVID-19, our priority continues to be the well-being of our staff, learners, employers, and partners. Paragon Training Academy is regularly monitoring the outbreak of Coronavirus following the advice and latest updates from the government, you will appreciate this will change.

All our offices are currently open and operating as normal, we have advised our staff to work from home where possible to limit the spread of the virus, whilst remaining fully operational and the company will accelerate the use of technology to deliver our programmes innovatively and remain in contact with you.

We understand that you will be experiencing a great deal of disruption personally and across your organisation, and we will do all we can to minimise this and continue to provide a positive customer experience.

Tutors and Account Managers are fully contactable, continue to manage service delivery and all learners and employers will still be able to continue to access the skillsure platform and learning resources as normal, to enable you to have a trackable way of maintaining your progress.

Our staff will endeavour to reply to all messages within 2 working days.

We recognise that for all of us, these are extraordinary times and I want to personally reassure you that we are doing everything we can to ensure a seamless experience during this difficult period. I would like to take this opportunity to thank you for your continued support and to thank all of our colleagues who are working incredibly hard to serve our customers with the high standards of service you expect from us.