

Statement of Service

Help and advice on learning and career

What we offer

- Quality training provision some leading to nationally recognised qualifications.
- The opportunity to talk about your current work and ideas for the future.
- Impartial information about a range of provision which could help you to achieve your goals and support you to make an informed choice about the best course of action for you.
- An assessment of your current needs and how it fits in with the options we can offer.
- We can refer you to other people or organisations if there are other services which better meet your needs.

Advisers will:

- Ensure you understand what is on offer, before you start a programme so information, advice & guidance is available at the skillscentre:mk with qualified staff or from our Course Information sheets.
- Provide support during the learning process to help you achieve a qualification and an opportunity to discuss the learning process when you have completed your qualification
- Discuss if you have any other ideas for your future learning and employment and provide you with information or other

sources of information to help you to progress.

You can expect the following:

- A professional service delivered by appropriately qualified staff.
- A service that is supportive and delivered in line with equal opportunities and other relevant legislation.
- A confidential service- we will not pass any information about our discussions to anyone else without your permission, unless there are personal safety issues or legal requirements.
- We will keep all your details in line with the Data Protection Act although we will use information about you and your training for funding and audit purposes.
- We will treat any feedback or complaints about our service seriously and do our best to put things right. Your written complaint will be acknowledged on receipt within 3 working days and you should then receive a full response within 10 days. Please speak to a member of staff if you require more information.
- All information and advice will be delivered in line with the Guidance Council Code of Principles including impartiality, client focus and transparency..

We expect users of our services to:

- Respect our staff, premises and equipment
- Provide us with feedback - especially if you have any ideas about how we can improve our service.
- Let us know if you are not happy with our service so we can do our best to improve.

skillscentre:mk

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