

## **Information, Advice and Guidance Statement of Services**

**Our aim is to offer a customer focused service, which is convenient for all clients to access and provide up to date, comprehensive and impartial information, advice and guidance.**

### **About our IAG service**

This service is designed to help you to make an informed decision about your future options. This statement briefly outlines the available services and facilities.

### **Our Clients**

- Current learners of Floorskills Limited
- Potential learners
- Clients from Job Centre Plus (JCP)
- Employers

### **Our Staff**

Our staff hold appropriate professional qualifications and training, their skills and knowledge are continuously updated through a programme of Continuous Professional Development.

### **Our Services**

- A confidential, impartial and objective information and advice service concerning learning opportunities, skills and qualifications, career progression and how to access them.
- Written information on all courses and opportunities.
- Support during your studies to assist your learning and personal development
- Internet access providing access to information and advice.
- Referral service to other agencies if we are unable to offer the information or advice you require.

### **What you can expect from us**

- We will be welcoming and friendly
- We will be professional and knowledgeable
- We are happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment
- We will treat you fairly and equally
- We will tailor our services to your needs if required
- Respond to your telephone call request
- We will acknowledge or reply to your e-mails

### **What we expect from you**

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your training
- To attend all interviews, which have been arranged with trainers on time
- Let us know if you need to cancel or re-schedule your attendance
- To be honest and open with us, and work towards meeting your agreed aims
- To treat Floorskills staff and fellow apprentices/learners with respect

### **Confidentiality**

In order to provide the best possible service we keep a record of your details and a summary of your reviews and discussion with us. This record can only be accessed by authorised staff who may need to see this information as part of their work. Floorskills Limited complies with the requirements of the Data Protection Act 2018.

### **Equal Opportunities**

Floorskills Limited welcomes enquiries from all people regardless of their age, race, colour, gender, and sexual orientation, religious or political beliefs, disability, marital status, or background.

Floorskills Limited is committed to the aim that everybody is given equal opportunity to access our IAG services and training resources.