



Performance Through People

Information, Advice and Guidance (IAG)

Statement of Service

Introduction

This statement summarises the nature of the service we offer and is available to all learners and prospective learners. The service is designed to help learners make an informed decision about how to improve job prospects or skills, obtain a qualification or just make the most out of a current job.

What we offer

We can provide free information, advice and guidance on a wide range of training courses and learning programmes including apprenticeships, vocational qualifications, business and management development, health and safety and other areas of training. Details of all of our courses and programmes can be found on our website www.ptp-training.co.uk

We can provide you with:

- information about courses and programmes available to you;
- advice about their suitability to your needs;
- guidance on education and training, jobs and career development to enable you to make informed choices about your future.

We provide:

- a free, impartial & confidential consultation from an experienced member of staff either qualified or working towards IAG level 3 or 4.
- a service to both learners and prospective learners. The service can be delivered face to face, by telephone or e-mail enquiry.
- information and advice on support services available to assist learners on a programme of study or training, information and advice on local and national learning and training opportunities and progression routes into employment and further and higher education.
- regular opportunities to make an appointment for an IAG session and ensure that the session takes place within 15 days from request.
- written confirmation of the outcomes of the IAG session
- comprehensive careers resources available through a range of formats including an on-line Information Directory, with supported access when requested.
- referral, where relevant, to other appropriate agencies and providers.
- opportunities to have further IAG sessions if required

What learners can expect from us

We operate to the National IAG Board Principles and learners can expect a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality and diversity
- Responsive to the present and future needs of the individual

What PTP expects from learners:

- Learners attend appointments on time.
- Learners treat premises and members of staff with politeness and respect.
- Learners deal patiently with requests to wait for information.

How learners can help us to improve the service:

We aim to meet your needs on every occasion, however, we may not always get it right. We welcome your feedback and you will be given the opportunity to do this by:

- Following PTP's complaint procedure
- Telling a member of staff either in person, by telephone, in writing, by email or via our website
- Completing a Compliments, Concerns, Suggestions or Complaints form available in each of our training centres
- Completing a learner survey

How we will make learners aware of our services

We will:

- Provide details of our services in the learner handbook
- Make readily available copies of our statement of service in each of our training centres and on our website
- Display in each of our training centres and website and make readily available copies of:
 - ❖ PTP's IAG Policy Statement
 - ❖ PTP's Learner Confidentiality Policy Statement
 - ❖ The National IAG Board Principles

How we can act on a learner's behalf

We can:

- speak on a learner's behalf to learning and training providers.
- with the learner's permission, refer the learner to another agency that might be better able to respond to the learner's individual needs and circumstances.

How to contact us

Training Centre Details

Centre	Address	Telephone Number
Walsall	Essex Terrace, In town, Walsall, WS1 1SQ	01922 651100
Wolverhampton	Emery House, 20 Waterloo Road Wolverhampton, WV1 4BL	01902 713633
Cannock	Ridings House, Ridings Park Eastern Way, Hawks Green Cannock, WS11 7FH	01543 460050
Birmingham	42 New Bartholomew Street, Digbeth, Birmingham, B5 5QS	0121 643 2653
Newcastle Under Lyme	3 Cherry Orchard, Ryecroft, Newcastle Under Lyme, ST5 2UB	01782 626200

Centre Opening Hours

PTP Centres are open from 9.00am – 5.00pm

Switchboards operate from 8:30 am – 5.00pm
(except Newcastle Under Lyme and Birmingham 9.00am – 5.00pm)

Out of hours answering service available

General Enquiries: 0845 766 0667

Email: mail@ptp-training.co.uk

Website: www.ptp-training.co.uk

Review of statement

The Statement of Service will be reviewed annually and more frequently if there is any change to the services provided.