

SMARTER BUILDER

Information, Advice and Guidance (IAG)

STATEMENT OF SERVICE

About our IAG service

This service is designed to help you to make an informed decision if you want to find out how qualify your workforce and improve their skills.

What we offer

- A confidential, impartial and objective information and advice service, covering learning opportunities and the skills and qualifications needed.
- Support during assessments to assist learning and personal development.
- Advice and services to enable effective learning if there are additional requirements.
- Telephone helpline providing initial information and advice.
- A signposting And referral service to other providers and sources of information (if we are unable to offer the information or advice you require ourselves)

What you can expect from us?

- We will be professional and knowledgeable.
- We are happy to answer your enquiry by telephone, or to offer you an individual appointment.
- We tailor our services to your needs
- If we are unable to respond to your request immediately, a response to written correspondence will normally be sent within 5 days
- Where a response is required to a telephone call we will reply within 2 days
- We will acknowledge or reply to your emails within 3 days.

What do we expect from you?

- As much relevant information as you can give us so that we can answer your enquiry fully
- Prompt contact if you have any questions or concerns.
- Let us know if you need to cancel or re-arrange planned meetings.
- To be honest and open with us, and work towards meeting your agreed aims
- To treat those working in the IAG Team with respect

Confidentiality

In order to provide the best possible service we keep a record of your details and contacts with us.

This record can only be accessed by authorised staff or representatives who need to see this information as part of their work.

Equal Opportunities

Our centre welcomes enquiries from all young people and adults regardless of age, ethnic origin, disability, gender, marital status, background or religion.

Our centre is committed to the aim of offering equality of opportunity to all, regardless of age, ethnic origin, disability, gender, marital status, background or religion.

If you or your employees have a disability, or have problems that affect the use of the service, we will be happy to discuss the best way to help you.

Feedback, Comments and Complaints

To help us to continuously improve our service and address a wide range of client needs, we value your suggestions, comments, compliments or complaints (this may be anonymous if preferred).

If you wish to comment on or compliment the service, or to make a complaint, feedback and forms are available from the office.

We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience.

There is a clear complaints procedure which specifies how complaints are handled and where unresolved complaints may be directed.

If you have a complaint then we will treat it in confidence and do our best to resolve it fairly and quickly in accordance with our complaints procedure.

Data Protection

Our centre complies with the requirements of the Data Protection Act 1998.

How to contact us

Appointments may be made by telephone, fax or email,

To make an appointment please call us on **01685 888700**, fax **01685 888701** or email info@smarter-builder.co.uk

Alternatively you can write to:

Smarter Builder
Unit 20
Aberaman Park Industrial Estate
Aberaman
Aberdare
CF44 6DA

Copies of our IAG Statement of Service are also available from the office.