

## Information and Guidance Policy

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### **Our Guidance Service**

Our Company is dedicated to providing quality and enjoyable learning opportunities to help you acquire and develop skills for life and employment to help you to realise your true potential.

We do however recognise that for some of you it may have been some time since you last studied and you may be a little apprehensive about returning to learn – don't be! Our Guidance Service is friendly, impartial, informal and, best of all, totally FREE.

Our aim is to support you to realise your potential and encourage you to become a lifelong learner. We do this by recognising your individuality and providing impartial information, advice and guidance tailored to your present and future needs. We will support you to identify and make informed choices about opportunities that are available.

We can help you to identify any barriers preventing you from realising your learning goals and help you to overcome them.

### **Accessibility**

Our service is free and available to anyone wanting to get on! At Stanfords Training Ltd, we celebrate the diversity of our learners; we recognise that people have diverse needs and circumstances and we make every effort to ensure our service is advertised and accessible to all.

### **What we can offer**

- Impartial advice on courses and qualifications available. Where our Company cannot meet your individual needs we will do our very best to signpost or refer you to someone who can.
- Free assessment of your current skills and ability to help identify the best level of course for you to start with.
- Support with your particular learning needs.
- Details about any costs associated with study, if applicable, and what help is available from the Company.
- On-going personal support for you during the duration of your studies
- Information and advice on what course or qualification to do next – helping you to get to where you want to be.
- Careers advice

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

- A friendly welcome and to be treated fairly and with respect
- Good quality information, advice and guidance available to you in a wide variety of formats to suit you and your lifestyle
- A confidential personal guidance interview available on request
- Ongoing support throughout your studies and encouragement to make the most of the Guidance Services available to you
- Advice and support for learners with a disability or additional learning needs
- Professional and knowledgeable advisors who are committed to upholding the professional requirements of quality standards.

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

- Honesty and openness – To help us give you the very best service we can, we need you to provide us with as much information as you can.
- To attend an Initial Guidance session if you are a student with Learning Disabilities
- Be prepared. Have a good think about what you want to achieve or progress to, before you contact us.
- To keep in touch and let us know as soon as you need further support or help- that's what we're here for.
- Please arrive on time for your interview or let us know if you can't attend.

### **We welcome your suggestions**

We are constantly striving to improve the service we offer and welcome your feedback, comments and any suggestions you may have to help us along the way.

Whilst we do our very best to provide you with a quality service, we recognise that there may still be times when you feel we could do a little more and we genuinely want to know as quickly as possible so that we can put things right. If you have a complaint, we will deal with it in total confidence and do our best to resolve it as quickly as possible in accordance with our complaint's procedure.



You can contact us:

By telephone or in writing.

- Call us - 0121 633 8100
  
- Address - 2<sup>nd</sup> Floor  
Wolverley House  
Digbeth  
Birmingham  
B5 6BJ

Policy Date: 09/08/23

Policy Review Date: 09/08/24

Signature  :