



## 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 to improve your job prospects or skills, get a qualification or just make the most out of your current job.

### **What we offer**

- A confidential, impartial and objective information and advice service, covering learning opportunities and the skills and qualifications needed for employment or career progression.
- Written information on all courses and opportunities
- Support during your studies to assist your learning, personal development and career
- Advice and services to enable you to study effectively if you have a disability or additional requirement
- Telephone / internet services providing 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 can you expect from us?**

- 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 tailor our services to your needs
- If we are unable to respond to your request immediately, a response to a 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 e-mails 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 about your studies
- To attend all interviews, which have been arranged with IAG staff on time
- Let us know if you need to cancel or re-schedule
- 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, your academic record and your 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**

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

VTS is committed to the aim of offering equality of opportunity to all.

### **Feedback, Comments and Complaints**

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

If you wish to comment on or compliment the service, or to make a complaint, relevant forms will be provided at the time of sign-up and can also be found on our website [www.vts.ac.uk](http://www.vts.ac.uk) or provided upon request.

Our complaints procedure explains clearly how complaints should be made and how these and any unresolved issues are dealt with.

All complaints are dealt with in the strictest confidence.



### **Data Protection**

VTS complies with the requirements of the Data Protection Act 1998

### **How to contact us**

Appointments may be made in person, by telephone or by e-mail.

To make an appointment please contact VTS:

Tel: 01702 353 557

@: [info@vts.ac.uk](mailto:info@vts.ac.uk)

Alternatively please write to:

### **Vocational Training Services (VTS)**

**Chalkwell Lawns**

**648 – 656 London Road**

**Westcliff on Sea**

**Essex**

**SS0 9HR**

Copies of our AIG statement and all relevant documents are available at our Colchester and Westcliff on Sea training centres or at [www.vts.ac.uk](http://www.vts.ac.uk)