

Information, Advice and Guidance Statement of Service

About our IAG service:

The NPVSL IAG service is a confidential, impartial and objective service designed to help you make an informed decision if you want to find out how to improve your job prospects, get skills or qualifications or to make the most out of your current job.

Rational:

People need easy access to high quality IAG on learning and work to enable them to make effective decisions and choices about:

- Developing basic skills/skills for life
- Learning, training and work
- Career management
- Personal development

Effective information, advice and guidance can contribute to:

- Reducing drop out from learning
- Improving individual employability
- Improving personal situation, life choices and progression
- Improving level of skills and qualifications
- Meeting local and national targets
- Reducing unemployment and under-employment
- National prosperity

As a learning provider NPVSL has a responsibility to provide high quality and effective help for its learners and potential learners.

Our Users:

We provide a service to the following groups of people and organisations:

- Current/potential learners/candidates on any SFA or ESF funded learning programme.
- Current/potential learners/candidates that will attract any of the above funding.
- Employees of any employers seeking any of our training and assessment programmes offered (funded or non funded).

NVQs and other Programmes

All clients who intend to undertake an NVQ or other accredited programme with NPVSL are seen by an adviser/assessor before they are registered to ensure they are put on the right programme and to identify additional learning needs. IAG will form part of this discussion and the results recorded on the appropriate form.

Our Aims:

We aim to provide a high quality service in line with the National IAG Board Principles that will directly contribute to the development and/or employability of our clients.

We offer:

- Support during the programme and afterwards to assist the client's learning, personal development and career
- Advice and services to enable the client to learn effectively if they have a disability or additional requirements

- Information on courses and opportunities
- Information on Job applications and interview support
- A signposting and referral service to other providers and sources of information if we are unable to provide the information or support the client's needs
- IAG service and individual appointments outside normal working hours when requested in advance
- Appointments in our centres or at a place convenient to the client

We will

- Be professional and knowledgeable
- Answer enquiries by telephone, email, letter or website enquiry
- Respond to enquiries within 2 working days
- Ensure the service is delivered in line with equal opportunities and other relevant legislation
- Tailor our service to suite our clients
- Support clients to find, understand and use information
- Ensure all are offered advice and guidance that is confidential, impartial, objective, relevant and up to date and in line with the National IAG Board Principles for Coherent delivery
- Ensure the advice is offered in a supportive, friendly, respectful and non discriminatory manner.
- Initiate and develop appropriate evaluation processes to ensure continuous improvement of the service.

What do we expect from you?

- To respect our staff, premises, resources and equipment
- As much relevant information as possible to ensure we can provide an effective and appropriate service
- To contact us promptly with any queries or concerns
- To attend appointments promptly or let us know when you are unable to
- To let us know if you are not happy with our service so we can do our best to improve it

Confidentiality:

In order to provide the best possible service we keep a record of your details, learning record and your contact with us. It is kept strictly in line with the data protection act and can only be accessed by authorised staff or representatives who need to see this information as part of their work. We will not pass on any information without your agreement.

Equal Opportunities:

NPVSL welcomes enquiries from all adult learners regardless of age, ethnic origin, disability, gender, marital status or civil partnership, sexual orientation, spent convictions, background or religion.

Health and Safety

All services will be delivered in line with the NPVSL policies on Health and Safety including it's Lone Working Policy

Feedback, comments and complaints:

To help us continually improve our service and address a wide range of client needs we value client suggestions, comments, compliments or complaints. These can be anonymous if preferred.

If you wish to comment, compliment or make a complaint relevant forms will be provided on request or from our web site www.npvs.com

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

All complaints are dealt with in the strictest of confidence.

Quality Assurance

NPVSL is accreditation by the **matrix standard for information advice and guidance services.**