

Mission Statement

To provide a confidential and impartial high quality information advice and guidance service and training and assessment service individually tailored to meet customer needs

Contact Us

The service is available 8.30am to 4.30 pm Monday to Thursday and 8.30am to 4pm Friday.

Assessment, interviews and training can be arranged outside of these hours.

Appointments can be made by calling in, by telephone or by email.

A telephone messaging service is available outside office hours and we will respond to messages within two working days

NPVSL recognises that there are groups in society which are disadvantaged through discrimination. We work to redress any inequality in our service delivery and recruitment.

We adhere strictly to our equal opportunities and health and safety policy.

Copies of these are available on request

Funded by



**Skills
Funding
Agency**



NPVSL

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Statement of Service

01993 837803

The service we provide

NPVSL is a private training company that offers you a one stop job search, careers guidance and training solution.

Information, advice and guidance

We can give you impartial and confidential information, advice and guidance on careers, job search and training. Our representatives will help you make informed decisions and where appropriate agree an individual learning plan

If we are unable to meet your needs, or for those who need specialist training, support, advice and guidance, referrals/signposting can be made to external services such as colleges, benefits agency or specialist service.

Company information, policies or course details can be made available in large print or audio tape on request.

We can support learners for whom English is not their main language and our website has a language translation facility.

Appointments

Initial advice is usually available straight away. For those requiring skills assessment an appointment time will be agreed.

When making an appointment we will ask for your name, address and contact telephone number. If for any reason the appointment has to be rescheduled every effort will be made to contact you before the appointed time.

If you are unable to attend any agreed appointment we would appreciate it if you could let us know.

Both our sites are easily accessible for anyone with restricted mobility. Parking is available in front of the entrances and all resources are on the ground floor.

Feedback

Your views are very important to us and we continually seek feedback both verbally and through questionnaires. The results are evaluated and used to update and develop our services.

Complaints

Any client unhappy about any part of the service we offer can speak in person to a team member at any of our offices and will be guided through the NPVSL complaints procedure. Alternatively full details of this can be found on our website. All complaints will be responded to within 5 working days.

Privacy statement

All interviews, both formal or informal are confidential. No information will be given to an employer or any other third party without full consent of the client.

Any personal information is electronically stored on our secure database and is subject to the Data Protection Acts regulations.

Any hard copies of tests or personal information is kept in a secure storage facility.