



sources of information to help you to progress.

You can expect the following:

- A professional service delivered by appropriately qualified staff.
- A service that is supportive and delivered in line with equal opportunities and other relevant legislation.
- A confidential service- we will not pass any information about our discussions to anyone else without your permission, unless there are personal safety issues or legal requirements.
- We will keep all your details in line with the Data Protection Act although we will use information about you and your training for funding and audit purposes.
- We will treat any feedback or complaints about our service seriously and do our best to put things right. Your written complaint will be acknowledged on receipt within 3 working days and you should then receive a full response within 10 days. Please speak to a member of staff if you require more information.
- All information and advice will be delivered in line with the Guidance Council Code of Principles including impartiality, client focus and transparency..

We expect users of our services to:

- Respect our staff, premises and equipment
- Provide us with feedback - especially if you have any ideas about how we can improve our service.
- Let us know if you are not happy with our service so we can do our best to improve.

Statement of Service **Help and advice on learning and career**

What we offer

- Quality training provision some leading to nationally recognised qualifications.
- The opportunity to talk about your current work and ideas for the future.
- Impartial information about a range of provision which could help you to achieve your goals and support you to make an informed choice about the best course of action for you.
- An assessment of your current needs and how it fits in with the options we can offer.
- We can refer you to other people or organisations if there are other services which better meet your needs.

Advisers will:

- Ensure you understand what is on offer, before you start a programme. Information, advice & guidance is available at the skillscentre:mk with qualified staff or from our Course Information sheets.
- Provide support during the learning process to help you achieve a qualification and an opportunity to discuss the learning process when you have completed your qualification
- Discuss if you have any other ideas for your future learning and employment and provide you with information or other

skillscentre:mk
24 Silbury Arcade , Central Milton Keynes, MK9 3ES
01908 398111