

INFORMATION, ADVICE AND GUIDANCE

About our IAG service

This service is designed to:

- help our learners make informed decisions to find out how to improve their job prospects or skills, get a qualification or just make the most out of their current job.
- support our employers make informed decisions about providing learning opportunities for their staff.

What we offer to learners ...

- 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 their studies to assist in their learning, personal development and career
- Advice and services to enable them to study effectively if they 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, advice and guidance (*if we are unable to offer the information or advice required*)

What we offer to employers ...

- 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 their learners studies
- Advice on employment rights and responsibilities, equality of opportunities and health and safety.
- Telephone / internet services providing information and advice
- A signposting and referral service to other providers and sources of information, advice and guidance (*if we are unable to offer the information or advice required*)

What customers can 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 be sent within 5 working days
- Where a response is required to a telephone call we will reply in 3 working days

- We will acknowledge or reply to your e-mails within 3 working 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 learning
- To attend all interviews, which have been arranged with staff on time
- Let us know within a reasonable amount of time if you need to cancel or re-schedule
- To be honest and open with us, and work towards meeting your agreed aims
- To treat all VTS employees with respect

Confidentiality & Data Protection

VTS complies with the requirements of the Data Protection Act 1998

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.

We will only divulge personal information if it is believed that someone is at risk of harm, or if permission has been granted.

Equal Opportunities

VTS welcomes enquiries from all young people and adults regardless of sex, ethnicity, nationality, marital status, sexual orientation, trade union activity, disability, religious or cultural belief, having dependants or any other factors.

VTS is committed to the aim of offering equality of opportunity to all and will support all learners in their studies through designing an individual learning plan.

Feedback, Comments and Complaints

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

Customers can feedback through a variety of ways:

1. Speak/Email a member of VTS staff informally
2. Complete a survey when sent to you
3. Complete a feedback form
4. Leave a comment on our website
5. Use our complaints process

How to contact us

You can contact us through the following ways:

Telephone: 01702 353557



European Union
European
Social Fund

Version No: 7
Created by: D.Stott
Date: March 2018
Review Date: Feb 19
IAG.pol

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