

Information, Advice and Guidance Statement of Service

As a **learner** with Elmfield Training, we will offer you confidential and impartial support throughout your learning journey to help you achieve your goals.

Getting In You will be given comprehensive information when you first start on a programme with us; this session is known as your Induction. We will tell you all about the programme, what it will involve and about the support you'll get from us. You will then do an initial assessment and diagnostic tests to see if you need any additional support during your programme. You will have a discussion with an assessor to develop a plan of how you will achieve your learning goals – an Individual Learning Plan.

Getting On At regular intervals throughout your programme, you will meet with your assessor to talk about how you are getting on. These discussions will ensure that you get the help you need to identify any barriers that may affect your learning and provide you with opportunities to ask questions and give your views on the programme.

Moving On Towards the end of your programme you and your assessor will review your learning experience and discuss how you might use the skills and knowledge you've gained. You will receive more information about other options and help to plan your next steps.

What you can expect

Our staff:

- Will treat you with respect
- Are well trained and qualified
- Can get up-to-date information on what is happening in education and training and tell you about it

We will:

- Support you throughout your learning to enable you to achieve your potential;
- Signpost you to other sources of help where necessary;
- Continue to improve the service we provide
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How you can help us to improve the service

You can:

- Complete the learner feedback questionnaires we will give you throughout your time with us
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- Use the complaints system if you have any problems with our service that you cannot resolve with your assessor

We will:

- Use your feedback to improve our services
- Respond to any complaints within 5 working days

