

## **Introduction**

This document will outline the services provided or facilitated by Gateway Training Solutions to assist people to make informed choices about improving their skills, job prospects or obtaining a qualification.

Gateway Training welcome comments and feedback to ensure quality and development of service.

## **Our Offer**

We provide the following :

A free, impartial and confidential service from a member of staff.

A service to learner and prospective learners. The service can be delivered face to face, by telephone or via email.

Information about courses available to learners and their suitability to learner needs.

Guidance on education and training, jobs and career development to enable you to make informed choices about your future.

Referral to other agencies or providers when we feel it is in your best interests.

## **What you can expect from us**

- We will be welcoming and friendly
- 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 treat you fairly and equally
- We will tailor our services to your needs
- Respond to your written correspondence request within 5 working days
- Respond to your telephone call request within 2 working days
- We will acknowledge or reply to your e-mails within 2 working days

## **What we expect from you**

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your studies
- To attend all interviews, which have been arranged with our staff on time
- Let us know if you need to cancel or re-schedule an appointment
- To be honest and open with us, and work towards meeting your agreed aims
- To treat our staff and fellow students with respect

## **Confidentiality**

In order to provide the best possible service we keep a record of your details and a summary of your discussion with us. This record can only be accessed by authorised staff who may need to see this information as part of their work. Gateway Training complies with the requirements of the Data Protection Act 1998.

## **Equal Opportunities**

Gateway Training welcomes enquiries from all people regardless of their age, race, colour, gender, and sexual orientation, religious or political beliefs, disability, marital status, or background.

Gateway Training is committed to the aim that everybody is given equal opportunity to access our IAG services and training resources.

## **How learners can help us to improve our service**

We will endeavour to provide you a service that will meet your needs, however we might not always get it right. If you feel this way, we would welcome your feedback and you will be given the opportunity to do this by:

Following Gateway Trainings complaint procedure

Telling a member of staff either in person, by telephone, in writing or by email.

Completing a learner survey.