

INFORMATION, ADVICE AND GUIDANCE POLICY

Introduction

Lifeskills Solutions are committed to provide high quality training and development solutions to all of its customers. We also aim to ensure all clients and learners have access to appropriate impartial and confidential information and advice on all services delivered.

In addition to providing the best training in the region we are also keen to offer effective advice and guidance to support that training.

Lifeskills Solutions are working towards the achievement of the Matrix Quality Standard for information, advice and guidance (IAG) and had adopted the general principals for coherent information, advice and guidance issued by the National IAG Board.

Equality & Diversity

Lifeskills Solutions welcome learners from all communities and groups regardless of age, ethnic origin, disability, gender, marital status, sexual orientation, background or religion.

Information Policy

We endeavour to provide high quality information on our training courses and related topics that are current, accurate and complete. Core information provided on our training solutions includes, where appropriate:

- Pre-entry qualifications and previous experience and knowledge

- Course objectives and outcomes
- Course delivery and learning method
- Qualifications on completion and progression opportunities
- Timeframe of course and number of hours of attendance

When appropriate we will endeavour to provide information on alternative training and career development options to assist customers in making a selection. If appropriate we will signpost customers to alternative sources of information and /or advice and guidance.

Feedback, Compliments, Complaints & Comments

Lifeskills Solutions are keen to hear views of clients and learners. All feedback is reviewed by Management and, where appropriate, responded to as soon as possible. All learners and clients are asked to give feedback which covers services delivered including information and advice covered.

Feedback is collated, reviewed and analysed as part of our continuous quality improvement process. A procedure is in place to ensure any comments or complaints are dealt with not only confidentially but fully and fairly.

Confidentiality and Data Protection Act

We comply with the provisions of the Data Protection Act 1998. In order to provide a quality service and respond to clients efficiently we hold records of client / learner information. Information is kept securely with access restricted to authorised staff only. No information about individuals will be passed to a third party without the express consent of the person. If information has to be provided to funding bodies or examination bodies' individuals will be informed in these instances.

Any information held by us on an individual may be accessed by them and this information is not held any longer than is necessary for the specified purpose in line with specific requirements.

Spencer Fearn
Managing Director

Revised August 2009