



statement of service

www.growyourskills.co.uk

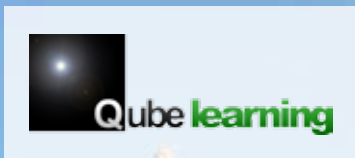
At Qube Learning we aim to deliver a high quality standard of service together with a positive learning experience. This statement highlights the information, advice and guidance we provide to help people make an informed choice on learning programmes available. It also highlights the support we offer to employers, employees and to those entering employment. This statement also acts as Qube Learning's information, advice and guidance policy.

Continuous improvement:

We are continuously reviewing ways in which we can improve the service we offer to our customers and would welcome any feedback. You will be given the opportunity to give feedback throughout your learning programme and through questionnaires.

Contact us:

If you require any further information, would like to discuss how we can help or are unhappy with any aspect of our services, please contact a member of our **Information Team** on 01491 824500.



statement of service

What we offer:

Whether you are an employer, employee or are about to enter into employment we aim to deliver impartial and effective information, advice and guidance that supports you in achieving your goals, future career / business objectives and / or personal aspirations. Below are some of the benefits you can expect to receive.

Learners

- The identification of opportunities and qualifications available to you
- A comprehensive initial assessment to identify your own capabilities
- An individual learning plan which will assist you in achieving your own personal learning goals
- The offer of support and guidance in overcoming barriers that might be preventing you from achieving your goals
- The consideration of the implications and benefits of choosing various different learning and development options
- Impartial information, advice and guidance made available throughout your learning programme

Employers

- Advice and guidance on national qualifications available to your business
- An occupational initial assessment with each potential learner to identify their specific training needs
- An organisational needs analysis to help identify training that will be of benefit to your organisation
- Training that relates to your business objectives and industry best practice
- The provision of support to your staff to help increase motivation and team performance
- A reduction in staff turnover as staff will be more committed towards your business

Parent / Guardian (only applicable for 16-18 apprentices)

- The identification of opportunities and qualifications available to your child
- Communication regarding how your child is progressing through their learning programme
- Information and guidance to help your child overcome barriers that might be preventing them from achieving their goals
- Impartial information, advice and guidance throughout the learning programme
- Signposting to further agencies and support that may be available

What you can expect from Qube Learning:

1. Qualified and experienced staff
2. We will treat you with respect
3. Information will be treated in a confidential manner
4. Work will be completed in accordance with national quality standards
5. Support throughout your learning programme
6. Information provided will be up to date and relevant
7. That you will be provided with effective connections and links to other services
8. Requests for information, advice and guidance will be processed within 24 hours by telephone or email. If a face-to-face appointment is required this will take place within 5 working days.

Referral Arrangements:

In some cases it may be necessary for learners to be referred to another provider or agency that can provide a service or course that more closely meets their needs. In these cases the learner's (and parent/guardian's, if the learner is under the age of 19) permission will be sought in advance. When making referral arrangements Qube Learning will comply with the following requirements:

- For referrals to another provider or agency the learner will be notified of any links between Qube Learning and the third party that might impair objectivity.
- The referral process will be fully explained and will include the following:
 - Details about the other organizations involved
 - Confirmation as to why referral is appropriate
 - Clarification as to what the learner can expect and what is expected of the learner
 - The setting of boundaries regarding the sharing of information with any other agency

Qube Learning
4-5 Hithercroft
Court,
Lupton Road,
Wallingford,
Oxon,
OX10 9BT