

## Information, Advice and Guidance Service - Employers

We provide a range of training, both at our Centre and within the workplace, to assist employers and employees to develop the skills required for successful businesses.

Part of this service includes free information, advice and guidance to organisations and individuals:

- Selecting appropriate training and development opportunities
- Supporting employees in their learning leading to the successful achievement of relevant qualifications

You can expect the following from us:

- Impartial, objective advice from our experienced and well-qualified staff
- Confidentiality of information regarding your business
- A clear explanation of the options available to you
- Assistance to overcome any barriers which could interfere with any training and development
- Arranging appropriate and convenient times to discuss any issues

If we are unable to meet your requirements, we will signpost you to organisations that will be able to help and assist. For example, for help with a wide variety of business support go to <https://www.gov.uk/business>.

We are committed to promoting equality of opportunity and work to the national principles for delivery of information, advice and guidance services.

To enable us to improve our services, we welcome any comments, complaints or compliments you may wish to make about us. Please contact our administrator, Angela Keenan in the first instance (see details below) and, after consideration by our Quality Manager, we will respond to you within 10 working days.

For further information about our services available please contact Angela Keenan or a member of the Training & Learning Team.

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Fax: (01484) 346501

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