

Information, Advice and Guidance Service

Introduction

This statement covers the information, advice and guidance we provide to help people considering an apprenticeship or work-based learning programme to make informed choices and decisions. It also describes the type of support we offer to employers.

What we Offer

Based on the experience and technical expertise of our staff, our aim is to provide companies and learners (both potential and actual) with impartial and effective information, advice and guidance that lead to tailored solutions that meet their needs and future career or business requirements. As appropriate, we will refer you to other sources of information advice and guidance.

If you are a prospective **learner**, we offer confidential support which will help you:

- Identify opportunities that might be open to you.
- Understand more about yourself and what you might be capable of doing.
- Consider the implications of choosing various options.
- Make a plan of what you can do to reach your goals.
- Identifying means of overcoming barriers that might get in your way.

As an actual learner, you will also receive ongoing advice and support throughout your learning journey.

If you are an **employer**, we provide comprehensive information and advice to help you develop the effectiveness of your employees. We will:

- Provide you with information and advice about the different options available.
- Help you identify the most appropriate learning programmes and any funding for your staff to meet your business needs.
- Keep you informed regularly of your employees progress throughout their programmes.
- Provide you with opportunities to ask questions throughout your involvement with us.

What you can expect from us

Professional experienced staff who will treat you with respect and be available to assist you wherever possible. We work to national quality and awarding body standards and treat any information you give us with discretion and confidentiality.

How can you help us to improve the service

We always welcome suggestions for improvement and will provide you with the opportunity to feedback at specific points in your training. If you wish to complain about the service you can write to us and we will respond within 3 working days.

How to contact us

Tel: 01706 631417 Fax: 01706 656340

Address: Fishwick Street, Rochdale, OL16 5NA

Email: info@rochdaletraining.co.uk Website: www.rochdaletraining.co.uk

Opening Times: Monday to Thursday 8.30am to 5.00pm Friday 8.30am to 4.00pm