

Careers, Information, Advice and Guidance (CIAG)

Statement of Service

About our CIAG Service

This service is here to help you to make informed choices and decisions about courses that you may wish to undertake.

What Total Futures can offer

A free confidential and impartial information and advice service which covers learning opportunities and qualifications available

Written information on all courses and learning opportunities provided by Total Futures

Guidance on courses offered by other establishments where Total Futures are unable to fulfil learner need

Support during your course to assist your learning, personal development and career progression

Advice and support to enable you to study effectively if you have additional learning needs

A signposting service to other providers and/or sources of information if we are unable to offer the information, advice and guidance ourselves

Information about Total Futures complaints procedure and all of our other policies and procedures

What you can expect from us

Professional and knowledgeable staff who keep up to date with changing legislation that may affect the delivery of the service

Queries can be answered in a range of ways (telephone, email, face to face) to suit your needs

We will acknowledge or reply to your emails, telephone queries or written correspondence within 3 working days

We will be friendly, polite and considerate

We will maintain confidentiality in line with our confidentiality policy

What we expect from you

As much information as possible to enable the team to advise you appropriately

Prompt contact if you have any questions or concerns over your chosen course of study

Information about any special needs that you may have such as mobility access, hearing or visual impairments or language issues

The team expects to be treated with respect and not to be offended by use of language, actions or behaviour.

Discriminatory language or behaviour is not acceptable

We expect that you will complete evaluation forms as requested to enable us to work towards continuously improving the service we offer

Confidentiality

As part of our service, we need to keep certain details about you on record. We may have to share some of this information with other people as part of our audit process. We will not however share your information with people who do not have authorised access to it.

Feedback, comments and complaints

To help us continuously improve our service we value your suggestions, comments, compliments and complaints.

These can all be made anonymously if you prefer. All comments whether positive or negative will be acknowledged and appropriate action taken.

You can make a complaint to us either verbally or in writing to:

Garry Brown
Director of Skills
Total Futures Ltd
The Hub, 123 Star Lane, Canning Town
London. E16 4PZ
Telephone: 0203 904 0900
garry.brown@totalfutures.co.uk

Complaints will be treated in confidence, and we will do our best to resolve it fairly and quickly in accordance with our complaints procedures.