

**Our aim is to offer a customer focused service, which is convenient for all clients to access and which provides up to date, comprehensive and impartial information, advice and guidance.**

#### **About our IAG service**

This service is designed to help you to make an informed decision about your future options. This statement briefly outlines the scope and aims of the service.

#### **Our Clients**

- Current learners
- Potential learners
- Learners from partner agencies
- Employers

#### **Our Staff**

Our staff hold appropriate professional qualifications and training. Their skills and knowledge are continuously updated through a programme of staff development.

#### **Our Services**

- A confidential, impartial and objective information and advice service concerning learning opportunities, skills and qualifications, career progression and how to access them
- Written information on all courses and opportunities
- Support during your studies to assist your learning and personal development
- Advice and support to enable you to study effectively if you have a disability or additional requirement
- Telephone / internet services providing information and advice
- A signposting and referral service to other agencies if we are unable to offer the information or advice you require

#### **What you can expect from us**

- We will be welcoming and friendly
- We will be professional and knowledgeable
- We are happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment
- Where we are unable to answer your query, we will endeavor to find suitable information or refer you to an alternative agency
- We will treat you fairly and equally
- We will tailor our services to your needs
- We will respond to your written correspondence request within 5 working days
- We will respond to your telephone call request within 2 working days
- We will acknowledge or reply to your e-mails within 2 working days

## What we expect from you

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your studies
- To attend all interviews, which have been arranged with our staff on time
- Let us know if you need to cancel or re-schedule an appointment
- To be honest and open with us, and work towards meeting your agreed aims
- To treat Poultec staff and fellow students with respect

## Confidentiality

In order to provide the best possible service we keep a record of your details and a summary of your discussions with us. This record can only be accessed by authorised staff who may need to see this information as part of their work. Poultec Training complies with the requirements of the Data Protection Act 1998.

## Equal Opportunities

Poultec Training welcomes enquiries from all people regardless of their age, race, colour, gender, and sexual orientation, religious or political beliefs, disability, marital status, or background.

Poultec Training is committed to the aim that everybody is given equal opportunity to access our IAG services and training resources.

## Feedback: Compliments, Comments and Complaints

To help us continuously improve our service and address your needs we want to hear from you; if you wish, you may do this anonymously.

Our complaints procedure explains clearly how complaints should be made and how these and any unresolved issues are dealt with. All complaints are dealt with in the strictest confidence.

## How to contact us

Associate Director - Commercial	Ben Gaskins
Postal Address	Poultec Training Limited South Green Park Enterprise Centre Mattishall Dereham Norfolk NR20 3JY
Telephone	01362 850983
Email	<a href="mailto:ben.gaskins@poultec.co.uk">ben.gaskins@poultec.co.uk</a>



Edward Bales  
Managing Director  
1st September 2023

<b>Policy Review</b>	This policy will be reviewed annually by the Senior Management team or when there are changes in the workplace such as new tools, systems or conditions.
<b>Approval Dates</b>	This version takes effect from: 1st September 2023