

Statement of Service

It is the policy of Poultec Training Limited to ensure all current, new and potential learners and employers have access to high quality Impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life / business.

The support and guidance we will offer our Learners will assist in ensuring the achievement and personal development of all Learners irrespective of their individual needs. We will work proactively with employers, partners, parents/carers and other external agencies to guide the Learners and promote Lifelong Learning within our own organisation and those we work with.

Poultec aims to make sure the IAG provided will benefit all learners and potential learners by ensuring that the delivery of this service is planned coherently and access to this service promotes equality of opportunity for individuals and groups. Poultec will make IAG available at throughout all stages of the learning experience and upon exit from the learning programme.

Our IAG services are available to the following:

- Registered learners currently on a training programme with Poultec or who have just completed a course.
- Employers who have learners who are currently on a training programme with Poultec or who have recently had learners who have completed a course.
- Enquirers and prospective learners / employers who do not yet work with Poultec but are considering doing so.
- Previous learners / employers who are no longer studying with us.

Poultec's IAG arrangements are as follows;

Information, advice and guidance is provided on the Poultec website (www.poultec.co.uk), in brochures / prospectus, by telephone, by email, letter and in person. We offer information and advice on courses and qualifications available through Poultec. If study elsewhere is more appropriate then we will, where possible, suggest alternatives.

Poultec provide support to learners during their studies to assist with learning, personal development and career progression.

Advice and services are provided to enable learners to study effectively if they have a disability or additional requirement.

All communications made to Poultec Training Limited are processed in accordance the Customer Service Policy.

Confidentiality

In order to provide the best possible service we keep a record of your details, your academic record and your contacts with us. This record can only be accessed by authorised Poultec staff or representatives who need to see this information as part of their work.

We take appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside of this remit.



Edward Bales
Managing Director
2nd September 2024

Policy Review	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.
Approval Dates	This version takes effect from: 2 nd September 2024