

Information and Guidance Policy

Our Guidance Service

At Stanfords Training Ltd, we are dedicated to providing high-quality and enjoyable learning opportunities designed to help you develop valuable skills for life and employment. We aim to support you in realising your full potential and becoming a confident, lifelong learner.

We understand that for some of you, it may have been a while since you last studied. It's completely normal to feel a little uncertain about returning to education, but there's no need to worry. Our **Guidance Service** is friendly, informal, impartial, and completely free of charge.

We are here to help you navigate your learning journey by offering individualised information, advice, and guidance that reflects your unique circumstances and aspirations. Whether you're exploring new opportunities or planning your next steps, we'll support you in making informed choices about your future.

We also work with you to identify any potential barriers that might stand in the way of your progress—and more importantly, help you overcome them. Your individuality matters to us, and we are here to encourage and empower you every step of the way.

Accessibility

Our service is free and available to anyone wanting to get on! At Stanfords Training Ltd, we celebrate the diversity of our learners; we recognise that people have diverse needs and circumstances, and we make every effort to ensure our service is advertised and accessible to all.

What we can offer

- Impartial advice on courses and qualifications available. Where our Company cannot meet your individual needs, we will do our very best to signpost or refer you to someone who can.
- Free assessment of your current skills and ability to help identify the best level of course for you to start with.
- Support with your particular learning needs.

- Details about any costs associated with the study, if applicable, and what help is available from the Company.
- Ongoing personal support for you during the duration of your studies
- Information and advice on what course or qualification to do next – helping you to get to where you want to be.
- Careers advice

What you can expect from us

- A friendly welcome and to be treated fairly and with respect
- Good quality information, advice, and guidance available to you in a wide variety of formats to suit you and your lifestyle
- A confidential personal guidance interview is available on request
- Ongoing support throughout your studies and encouragement to make the most of the Guidance Services available to you
- Advice and support for learners with a disability or additional learning needs
- Professional and knowledgeable advisors who are committed to upholding the professional requirements of quality standards.

What we expect from you

- Honesty and openness – To help us give you the very best service we can, we need you to provide us with as much information as you can.
- To attend an Initial Guidance session if you are a student with Learning Disabilities
- Be prepared. Have a good think about what you want to achieve or progress to before you contact us.
- To keep in touch and let us know as soon as you need further support or help- that's what we're here for.
- Please arrive on time for your interview, or let us know if you can't attend.

We welcome your suggestions

We are constantly striving to improve the service we offer and welcome your feedback, comments, and any suggestions you may have to help us along the way.

Whilst we do our very best to provide you with a quality service, we recognise that there may still be times when you feel we could do a little more, and we genuinely want to know as quickly as possible so that we can put things right. If you have a complaint, we will deal with it in total confidence and do our best to resolve it as quickly as possible through our complaint procedure.

You can contact us by telephone, post or email.

- Call us - 0121 633 8100
- Email- info@stanfordstraining.com
- Address - 2nd Floor
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Policy Date: 01/08/24

Next Review Date: 01/08/25



Signature