

STATEMENT OF SERVICE

Learningline is committed to providing a service of the highest quality to all its users.

Our Mission

Enabling people to make and implement informed choices about their future and realise their aspirations.



ADVICE AND GUIDANCE

To help people to understand the process of career choice; to clarify their own values, interests skills and abilities, then to help them to reflect on these in order to make an informed decision about their future and to take responsibility for the management of their career

INFORMATION

To provide access to a wide range of quality information to help students to identify appropriate opportunities

The Commitment of the Service to its clients

People using **Learningline** can expect:

- equal treatment regardless of gender, sexual orientation, religion, faith, age, nationality or ethnic origin
- a recognition of the particular needs of people with disabilities
- staff who are welcoming, courteous and approachable as well as professional and appropriately qualified
- a service which is confidential and impartial
- a response to a written communication within seven working days
- telephone calls to be answered within 5 rings
- email enquiries to be responded to within 24 hours of receipt during hours of operation
- information relating to discussions with advisers to be sent within 7 working days

We adhere to the following standards:

- The **matrix** Standard; the national quality standard for any organisation that delivers information, advice and/or guidance on learning and work.
- The Institute of Careers Guidance code of ethics:
<http://www.icg-uk.org/iqs/dlsfa.view/dldbitemid.424/ethics.html>
- IAG/Nextstep code of conduct

Confidentiality

All personal information gathered and held by Learningline relating to its users is treated with the care and confidentiality required by the Data Protection Act 1998.

The Service we provide

The service is provided free of charge* to adults over the age of 20.

*to clients who are within our funded group – those qualified to below NVQ level 2 (5 GCSEs or O level equivalent). Clients qualified to above this level will receive careers information or be offered a reduced rate paid for service

The minimum level of service people may expect from **Learningline** is outlined below:

Careers Information	Access to a wide range of quality information on educational courses, training providers, occupations, work and study abroad.
Individual guidance	“One-to-One” information, advice and guidance face to face and over the telephone and Referrals to local IAG partners.
Psychometric testing	Available to clients at the cost of £35.00, which includes online test and feedback interview.
Vacancy information	Information on agencies who can offer vacancies and positions immediately.
CV preparation	Updating or creating a CV to help with your job hunting

We are always reviewing our levels of service and would welcome your feedback to enable us to continue to improve the quality of our service provision. Please contact our Director: Andy Marriott: andy@learningline.info, telephone 01702 481350 or complete a feedback form which is sent to 100% of our clients within 7 working days of initial contact. Our satisfaction rates are published quarterly and available by telephone or written request.

Access

Learningline hours of operation are Monday to Thursday from 9.00am until 5.30pm and 9.00am to 5.00pm on Friday. People are encouraged to make contact with us using our main freephone telephone number **0800 1780062** or via our email address on info@learningline.info. We also offer face to face interviews arranged through our local Jobcentre Plus only for clients living in the Southend area of Essex. To arrange a face to face interview, please contact one of our advisers on 0808 178 0062.

Comments and complaints procedure

Learningline are committed to providing a high level of service to our customers. If our clients or customers do not receive satisfaction from us we need them to tell us about it. This will help us improve our standards. All clients will be given the opportunity to make a complaint if they feel it necessary and will be offered a Learningline complaints form to complete if appropriate.

If you are dissatisfied with the action taken or the explanation given, as a result of a complaint, then please speak or write to the Director, Andy Marriott. You will receive a written reply within seven working days of us receiving your complaint.

If you would like to make a comment or compliment about the service you received please complete and return the client satisfaction form sent to 100% of our clients after their initial contact

with us. If you would like to make a comment by telephone, please contact one of our advisers on 01702 481350.

Contact details

Learningline, 258 Leigh Road, Leigh on Sea, Essex SS9 1BW, 01702 481350, fax 01702 481351

Registered in England and Wales No. 05022273 Registered office: 28 Church Road, Stanmore, Middlesex HA1 4XR

