

Privacy Statement

Interviews are confidential, and any personal information about our customers and learners is electronically stored on our secure database and is subject to the Data Protection Act.

All material relating to learner programmes, tests and exams is strictly confidential.

Archived hard copies of exam papers and personal information is kept in a secure storage facility.

Our Centres:

National Support and Learning Centre,

Unit 6 Ladykirk Business Park, Skye Road, Prestwick, KA9 2TA
Tel: 08451 300 974 / 01292 470 123
Fax: 01292 470 456
Email: info@wsgassociates.co.uk

Regional Support and Learning Centre

Suite 306 Cumberland House, 80 Scrubs Lane, London, NW10 6RF
Tel: 0845 094 1651 / 0208 960 3060
Email: London@wsgassociates.co.uk



Should you require the information in our Statement of Service to be translated, or in an alternative format, please contact us at;

WSG Associates
Unit 6
Ladykirk Business Park
9 Skye Road
Prestwick
KA9 2TA

Tel: 08451 300 974 or 01292 470 123
Fax: 01292 470 456
Email: info@wsgassociates.co.uk
Web: www.wsgassociates.co.uk

Statement of Service

WSG Associates has brought together a range of services, including mandatory courses, personal development training, Management and Leadership programmes, coaching, access to recognised courses and qualifications, as well as impartial information advice and guidance on learning and development services. We provide information on topics such as funding, external courses, academic programmes, courses of study, internal training needs. We positively support additional learning needs, disabilities and will address language and/or communication difficulties for all learners. The approach to training is flexible and opportunities to access our services are available for those staff members who are unable to attend routine training or require additional support to ensure their training experience is successful.

The information advice and guidance service is impartial and is there to give clients and staff the support needed to help them make informed decisions about what courses they or their staff members may wish to study. Information advice and guidance is available by calling our National Support Centre on **08451 300 974** or **01292 470 123** where a member of our support staff will either answer your query straight away or forward your query to the best member of staff to respond. If we are unable to meet your needs internally, we will signpost or refer you to alternative service provision.

Our service is provided in accordance with WSG Associates policies and procedures. Our qualifications operate to external awarding body standards and are Externally Verified annually and consistently achieve the highest mark available. Our service operates to the National IAG (information advice and guidance) Board – Principles of Coherent IAG Service Delivery Standards, a copy of which is displayed in our office.

When engaging our service:.....

We offer you:

- A wide choice of programmes to meet business or personal needs
- Impartial information, advice and guidance
- Confidentiality
- Transparency in all our services to clients
- Teaching and learning methods to suit your needs
- Qualified and competent tutors, trainers, assessors and support staff
- Extra help, support and guidance as appropriate
- A learning plan to suit your abilities and needs
- Opportunities to develop your career
- Modern learning materials and equipment
- Reviews of progress
- Signposting to alternative networks as appropriate
- Recognition of achievements
- Equality, diversity and respect
- A welcoming, safe and healthy place to learn
- Opportunity to comment on our level of service
- Responsive action to your compliments, complaints and comments.

In return we ask of you to:

- Attend courses regularly and punctually
- Switch all mobile phones and similar devices to silent
- Respect other delegates and staff
- Use appropriate language
- Take ownership and responsibility for your learning plan
- Complete documentation and course work on time
- Seek additional support if you need it
- Advise us on changes to your personal details
- Not to accept or participate in any form of discrimination, harassment and/or bullying and report any such findings
- Respect the property of the company, staff and fellow learners
- Provide feedback on the service as requested
- Comply with WSG Associates policies and procedures
- Follow Health and Safety Policy and report any unsatisfactory conditions or potential hazards to your trainer.

Feedback

We constantly seek to improve our services for learners and your feedback is an important and valued part of this process. Your opinion may be offered in various ways; such as questionnaires, email requests, telephone and face-to-face interviews. These are evaluated and used to update and keep our service at the forefront of meeting business needs.

Equal Opportunities

WSG Associates has available an Equal Opportunities Policy. You should be allowed to follow your chosen learning programme without having to be subjected to any form of discrimination, harassment and/or bullying. Any case of suspected discrimination, harassment and/or bullying should be discussed initially with your programme tutor/assessor.

Appointments

Appointments are available at all our centres (details over) between 1000 and 1500 hours, Monday to Thursday and Friday 1000 to 1400 hours. When making an appointment you will be asked for your name, address and a contact number. If an appointment is made which has to be changed or rescheduled, all efforts will be made to contact you before the appointed time. **If you cannot attend the booked appointment we would appreciate it if you would let us know**

Callers to any of our centres will be seen for initial advice straight away and if interested in a course and appointment will be made to discuss their options further should they wish.

Appointments can be made by calling in, by telephone or by email. An out of hours answering Service operates between 0800 – 0900 hours and 1700 – 1800 hours this is combined with an answer phone service between 1800 – 0800 hours. Responses to messages will be made within two working days.

Enquiries

All enquiries will be dealt with promptly and professionally. Response to enquiries will be sent within three working days.

Complaints

If a customer/learner is unhappy about the service they receive they can speak in person to a member of our team who will follow the WSG Associates Complaints Procedures (a copy can be obtained from any of our centres). Alternatively they can speak or write to the Business Administration Manager at our Prestwick Centre, details at the rear of this leaflet..

You will receive a response within 5 working days.