

Information, Advice and Guidance (IAG) Statement of Service

About our IAG service:

Welcome Skills is a private training provider based in Croydon. It provides specialist training both commercial and funded for the Hospitality and Catering sector.

Our aim is to provide high quality nationally accredited vocational training for this sector, which will lead to employment, career progression or job enhancement.

If you are working, or seeking employment within this sector, our IAG service is designed to help you make an informed decision if you want to find out how to improve your job prospects or skills, get a qualification or just make the most out of your current job.

We can offer you the following service:

- Impartial and unbiased advice on the courses we provide
- Information on the career paths available to you from the qualifications we offer
- Initial assessment to make sure you are on the right course
- Referral to other providers if we do not have a suitable course for you
- Advice on progression on to other learning
- Full confidentiality

We will also:

- Ensure your meetings with your advisers and assessors remain confidential
- Promote Equality and Diversity
- Provide professional and knowledgeable advisers and assessors to support you
- Help you develop a Personal Learning Plan following your initial assessment
- Hold review meetings with you at least every 8 weeks to discuss your progress and identify if there are any further ways we can support you.
- Provide continuous IAG information while with us

We are committed to continually improving our service so welcome any feedback you can provide that helps us meet our clients' needs.

How to contact us:

For any enquiries or to make an appointment please Telephone 0208 916 2205

Email: wsherwani@welcomeskills.com