

STATEMENT OF SERVICE 2009-2010

AIM OF THE SERVICE

It the aim of Eagit 's staff to provide information, advice and guidance which supports you in making choices about learning and work.

INTRODUCTION

Eagit Training offers an Information, Advice and Guidance service to all potential, current full and part-time learners. We have a team of experienced staff

WHAT YOU CAN EXPECT FROM US

- To provide a friendly, impartial, and confidential, free service offering Information Advice and Guidance
- Ensure you receive equality of opportunity and respect whatever your ethnic background, sexual orientation, religious beliefs, abilities, age or gender
- Treat your enquiry confidentially in line with the requirements of the Data Protection Act
- Ensure you receive up to date information within 5 days of your initial enquiry or within 24 hours by telephone
- Website which contains careers advice to aid decision making
- Information about what you can do at the end of your course
- Information relating to financial implications relating to your choice of course, including fees and other costs, and other support which may be available
- Refer you to other learning providers and agencies offering information, advice and guidance as appropriate

WHAT WE EXPECT FROM YOU

Compliance with Eagit's Code of Conduct

To be honest and open with us, and work towards meeting your agreed aims

In addition staff work toward the following codes and standards:

Eagit Equal Opportunities policy

Eagit Confidentiality policy

Working toward Matrix quality standard

National IAG Board Code of Principles

Copies of the above and other policies are available upon request. Our materials and information can be provided in other formats upon request.

HOW CAN YOU CONTACT THE SERVICE

- By calling in at our Training Centre at No 5 or No 20 Hurricane Way, Norwich
- By telephoning 01603-401606
- By e-mail at info@eagit.org
- www.eagit.org.
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The service is available from:-
08.00 – 16.45 Monday – Thursday
08.00 – 15.00 Friday

HEARING FROM YOU

We regularly obtain feedback from our customers by questionnaires or telephone surveys in order to monitor and improve our service. We want to continue to deliver our services to the highest quality possible. You may have comments to make on our service, things you liked, things we could have done differently, if you would like to comment on any aspect, you can do so by telephone, e-mail or via the website.

COMPLAINTS

If you have a complaint regarding the service you received, please complete a complaints form, available on request from any member of staff. Or by writing to D Shorten, Chief Executive, Eagit Ltd, 5 Hurricane Way, Norwich, NR6 6EZ