

Statement of Service

Aim

Apricot aims to provide a range of Information, Advice and Guidance. Our Services are designed to help you make choices about learning and/or work and to provide support to clients.

Objectives

Our objectives are to:

- Provide Information, advice and guidance, including careers advice and guidance, to potential and existing clients, reflecting diversity of clients' needs
- Provide support to clients to help them complete their learning programme successfully and progress
- Maintain accurate records of support, information, advice and guidance provided
- Identify clients' needs and address, signpost or refer to suitable provider

What we offer

Information

Information about learning, training opportunities and careers is available in different formats such as:

- Printed formats – leaflets, forms, internet and social media platforms
- Verbally – over the telephone and face-to-face

Information is provided in the English Language. If you require information in another language our staff will endeavour to obtain it for you.

Advice

We can offer you advice on learning and employment which may help you to take further action or may lead on to some more detailed guidance. Sometimes clients are referred to other IAG Services who may be better able to deal with specific issues. Advice is offered over the telephone or face-to-face.

Guidance

We offer in-depth guidance to help you review a range of options before moving on to take decisions about learning or work. Help with CVs, written applications and interview techniques is also available.

Who, when and where to contact

Lucy Shenton – Business Development Manager

Claire Shore – Service Office Manager

Telephone: 0845 201 2595

Email: info@apricot-ltd.co.uk

Office Opening hours:

Monday – Friday 9:00am-5:00pm.

Telephone calls outside the office opening hours are recorded and you will receive a response within two working days.

What you can expect from us

- A friendly, courteous, welcoming Service
- An efficient, professional and confidential Service
- Accurate and up-to-date information
- Staff who are appropriately trained and experienced
- A fair and impartial Service
- A secure and confidential method of storing records or advice and guidance
- Materials which are kept up-to-date, well organised and displayed for your use
- A Service offered in accordance with the National IAG Board Principles

The statement of Service will be reviewed annually.

What we expect from clients

- To be open and honest
- Identify own tasks and goals through discussion and questions
- Actively participate
- To keep appointments or to inform us as soon as possible if you are unable to do so
- Comment of the Service provided
- Notify us of any changes in circumstances, e.g. change of address

How you can help us improve the Service

Our clients are asked to complete a questionnaire to provide us with feedback about the quality of our Service. This is used to improve or add to the Services offered.



Additionally, there is a Complaints, Suggestions & Compliments Policy which you will find on our website: www.apricot-ltd.co.uk or the information leaflet you will have received at the start of your programme.

A copy of the National IAG Board Principles is available on request.