



PATA Training Statement of Service

Introduction

PATA Training department has brought together a range of services, to include accredited and non accredited courses as well as impartial information advice and guidance on learning and development.

The department provides 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.

Our service is provided in accordance with PATA policies and procedures. Our qualifications and NVQ Centre operates to external awarding body standards and is subject to routine external verification achieving very positive outcomes endorsing our quality provision. 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.

What we offer

- Information Advice and Guidance
- Sector specific accredited and non accredited courses

We offer you:

- ✓ Confidentiality
- ✓ Transparency in all our services to students
- ✓ Impartial information, advice and guidance
- ✓ A choice of courses
- ✓ Teaching and learning methods to suit your needs
- ✓ Qualified and competent tutors and staff
- ✓ Extra help and support as appropriate
- ✓ Modern learning materials and equipment
- ✓ A learning plan to suit your abilities and needs
- ✓ Reviews of progress
- ✓ Opportunities to develop your career
- ✓ 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 complaints or criticism

We ask of you:

- ✓ Attend courses regularly and punctually
- ✓ Respect other students and staff
- ✓ Take ownership and responsibility of your learning plan
- ✓ Complete documentation and course work on time
- ✓ Seek additional support if you need it
- ✓ Provide feedback on the service as requested



- ✓ Advise us on changes to your personal details
- ✓ Comply with the code of conduct and regulations of PATA
- ✓ Not to accept or participate in any form of discrimination, harassment and/or bullying and report any such findings
- ✓ Respect the property of PATA, staff and fellow students
- ✓ Follow Health & Safety policy and report any unsatisfactory conditions or potential hazards to a staff member

Equal Opportunities

PATA is committed to a policy of equal opportunity in its services and employment practices.

The aim of the policy is to ensure that no client, employee or job applicant is less fairly treated because of age, gender, marital status or civil partnership, race, disability, sexual orientation, religious belief, maternity/paternity rights, carer responsibility, spent convictions or other conditions not justified in law or relevant to the provision of service or, performance of the job.

How to make a complaint

If a learner is unhappy about the service they receive, they can speak in person to the tutor, assessor or a member of the team who will follow PATA Training or Assessment Centre complaints procedure. Details of the complaints procedure is included in course handbooks. Prospective learners should seek guidance from the PATA office in the event of dissatisfaction with service received.

How to contact us:

PATA Training
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Tuffley
Gloucester
GL4 0DJ
01452 541244

training@pataglos.org.uk

atc@pataglos.org.uk

www.pataglos.org.uk

If you require information in alternative formats or other languages please contact us using the above information.