

## Information, Advice and Guidance Statement

YMCA Fitness Industry Training offers a range of services to current and potential learners. We have free and impartial Course Advisors, a dedicated Guidance and Support team and an efficient Administration team to help and guide you through your training journey with us.

We aim to:

- Offer you a service which is accessible, visible, professional and knowledgeable, impartial, responsive, friendly and welcoming.
- Provide initial information, advice and guidance on the available learning options, qualification pathways and possible funding which will enable you to maximise your chances of success.
- Support you during your learning/training with on-going information, advice, guidance through personal tutoring, support services, careers events and teaching resources.
- Provide you with information, advice and guidance on progression routes, including higher level qualifications, Continued Professional Development programmes and work-based learning.
- Help you to develop lifelong transferable and career management skills to assist you in making choices now and in the future.
- Meet the needs of employers by providing information and advice related to business training needs.
- Promote and support equality of opportunity by provision of services to meet the needs of all, regardless of ability, age, gender, sexual orientation or ethnicity.

We will:

- Maintain and publicise up to date information on all of our course programmes and support services.
- Use trained and experienced staff to provide personal advice.
- Respond to all enquiries within 2 working days.
- Refer you to other learning providers and specialist organisations (such as the Jobcentre Plus, the Dyslexia Association, Leisure jobs and others) where they are better placed to meet your needs.

Information, Advice and Guidance services can be accessed via:

- Our website – [www.ymcafit.org.uk](http://www.ymcafit.org.uk).
- Our Prospectus, Course Dates and Venues booklet and service leaflets – available on our website or from our Student Services team (telephone: 0207 343 1830; e-mail [info@ymcafit.org.uk](mailto:info@ymcafit.org.uk)).
- The Next Step magazine - YMCAfit's graduate magazine.
- A range of open evenings at venues across the country.
- One – to - one advice from our advisors.
- Our offices from Mon - Thurs: 9.00 - 17.00 & Fri 9.00 - 15.00.
- Planned sessions during your programme of study with your tutor.

Feedback on our services:

We regularly seek feedback to ensure that our services are continuously developed and improved. Evaluation forms and student comment cards are given out on courses or you can leave any comments on our website or you can e-mail directly to [feedback@ymcafit.org.uk](mailto:feedback@ymcafit.org.uk). If our services do not meet your expectations, please contact the Quality Manager, giving as much detail as possible. You will receive an initial response within 2 working days. A copy of our complaints procedure is available on our website or by calling 0207 343 1850.