

STATEMENT OF SERVICE

“To inspire Employers and Individuals through the delivery of quality education and training”.

Our SLIC Training offices are open weekdays from 9am until 5pm. However as we pride ourselves on offering training at “your time, your place” our appointments are not limited to these hours.

SLIC Training Limited is an Equal Opportunities Employer and we have both Health & Safety and Quality Policies in place.

Copies are available upon request and are available in large print or audio tape if required.

We offer training and qualifications in the following exciting areas:

- Business, Administration, and Customer Services
- Food, Drink, and Hospitality
- Health & Social care
- Horticulture and Land based
- Animal care & Equine
- Apprenticeships also available

What can you expect from us?

SLIC training is a private limited company that provides high quality training in a variety of vocational areas. We are able to offer a complete training package to most organisations under the Government’s Train to Gain initiative. We also have an excellent Skills for life provision which proactively supports and enhances candidate’s numeracy and literacy skills through proactive encouragement and support.

During an appointment with one of our Business Development Officers or Assessors we will explain to you our range of courses, and give impartial advice to assist you with the decision and possible design of a tailored training provision.

If we are unable to supply a certain course or are unable to meet your training needs we have an implemented referrals system both within the Derbyshire network within which we operate, and with other third parties who will be able to assist you in meeting your organisational needs.

Specialist support

For those who need further specialist training, support, advice or guidance, or wish to undertake a qualification that we do not offer, a suitable referral can be made by our company to another organisation that fits the needs of your company.

For those that do not have English as a first language specialist support can be arranged to allow candidate participation. All our information, including our disability statements and Course details can be requested in large print, large paper or on different colour paper to suit your learning style.

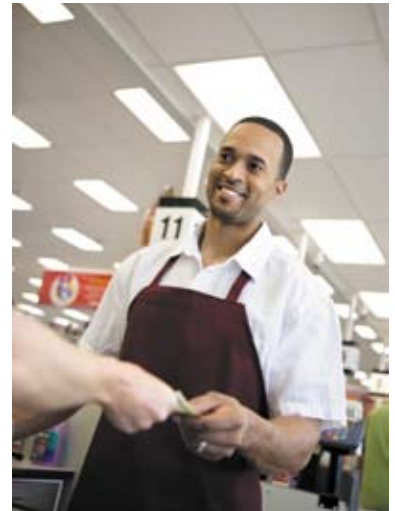
Our location

We are located in the Robinsons building on Goytside Road, Chesterfield not far from Queen’s Park Sports Centre.

If you are visiting our premises and are disabled or less mobile then please enter the Robinsons reception located to the left of our offices. They have



release your potential



disabled access and will contact our offices where the member of staff will come and meet you and make alternative arrangements for the meeting/ interview.

Privacy Statement

All interviews and meetings are confidential with any personal information which is recorded, being stored securely in our locked filing cabinets or electronically stored on our internal database. All of which are compliant with Data Protection Act regulations.

All our diagnostic and learner information, including programmes, tests and exams are strictly confidential.

Feedback

Your views are important to us and feedback is sought from learners and employers either verbally or through questionnaires. During the course of undertaking a qualification our office also actively seeks feedback by contacting your company.

Feedback is not limited to the above process as we welcome and encourage your views on any matter relating to your training.

Appointments

Appointments can be made by telephone or through e-mail. If an appointment is made which has to be changed or rescheduled, all efforts will be made to contact you before the appointment time. If you cannot attend the booked appointment we would appreciate it if you would let us know in advance.

Callers to the premises will be seen for initial advice right away, and if interested in a course an appointment will be made for an Organisational Needs Assessment. An answer phone service is available for out the office hours and messages will be responded to as soon as possible.

Complaints

If a candidate or employer is unhappy with the service that they receive, they can speak in the first instance to the SLIC Assessor which is undertaking the qualification. The Assessor will then follow the SLIC Training Limited complaints procedure (copies of which can be obtained from our website or from our office). If your complaint is not resolved or if it is not appropriate to speak to the Assessor then candidates can contact our Quality Manager at our Bradbury House, Chesterfield office.

A response by the Quality Manager will be provided within 5 working days.

For further information on our opening times or to make an enquiry please contact us on 01246 505144.

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