

## Information, Advice & Guidance (IAG) Services

### What information, advice and guidance does TSP Learn offer?

We offer impartial information, advice and guidance to those who use our services, whether you are an employer who is looking for help to source training for staff, a learner who is thinking about starting a training programme, or a parent or carer for someone who would like to join a course.

The team at TSP Learn are dedicated to providing a high quality and confidential facility to all, offering impartial information, advice and guidance. We work in partnership with other organisations and funding bodies that provide alternative options, course choices and progression routes. We also provide a wealth of course, funding and FAQ's via our websites and online learner resource web portals.

**The Information, Advice and Guidance Team (IAG) can be contacted by telephone on:**

**T 0118 984 4638**

**E [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk)**

**W [www.tsplearn.co.uk](http://www.tsplearn.co.uk)**

**Facebook: @tsplearn Twitter @tsplearn**

Our Office opening hours are Monday-Friday from 9am-5pm, alternatively you can leave a message on the 24hr messaging service or utilise our web-based contact form and we will respond as soon as possible. Alternatively those who are already using our service can begin by discussing their requirements with their TSP Learn appointed tutor directly.

### What can our learners expect from us?

We work with learners on an individual basis offering information, advice and guidance throughout your learning journey.

#### GETTING INTO LEARNING

Individual discussion  
with IAG Team & Tutor.

Information on the most  
appropriate type & level of  
learning programme that is  
suitable for your own  
development & job/career  
requirements.

#### GETTING ON IN LEARNING

Ongoing IAG support  
from your Tutor  
during learning via  
regular reviews.

Advice on opportunities to help  
you meet your Learning  
Journey targets & achieve  
your programme/qualifications.  
Guidance on how to use  
learning resources.

#### MOVING ON IN LEARNING

Review with your Tutor  
your achievements &  
next steps.

Self-evaluation of your  
learning.  
You tutor will discuss  
progression opportunities,  
this may include further  
qualifications/learning or  
research.

### Your Feedback

We welcome suggestions and feedback from any of our service users/clients that will help us to improve our service. One to one feedback to our Tutors and are team are encouraged and welcomed at any time.

We also provide feedback forms and welcome comments via our email, social media outlets (facebook & twitter - shown at the top of this page) and our learner & employer voice groups.

We also have a formal complaints policy which is followed in the event of any complaint raised.

If you would like to find out more or would like to let us know your thoughts on our IAG service, please contact us.