

STATEMENT OF SERVICE



Established in 2005, Mercury Training Services Ltd is a successful Training and Development partner supplying a range of services to both Private and the Public-sector clients. These include mandatory industry courses as well as personal and leadership development qualifications, coaching skills and funding training.

We are committed to working closely with our clients to ensure the complete success of every qualification and ensure the highest possible levels of training are delivered and client satisfaction is achieved.

We offer impartial information, advice and guidance services (which operates to the National IAG Board (Information advice and guidance) that support our clients to make informed decisions about learning and work, based on the client's needs and circumstances and gives clients and their staff the required support to help make decisions about the courses and qualifications they or their staff may wish study.

Our qualifications are governed by a number of external awarding bodies such as City & Guilds and Highfield. Our IAG service is available on weekdays between 10 am and 3.30 pm, when the office is manned. However, the Management team has access to emails should any out of hours' enquiries be made. All enquiries will be dealt with promptly and responses sent within 5 working days.

Training and funding opportunities can be checked via our website.

The Mercury team have the skills and knowledge to identify and address the clients and learners needs.

We have built up links with external bodies such as professional institutions, sector skills councils, training providers and agencies.

We base our information, advice on guidance on objective and factual information and take care to make sure that verbal and written IAG we provide is accurate. We listen to clients to understand their requirements so that we can offer suitable IAG.

Our IAG service is quite tailored but respects the fact that clients may wish to speak to us confidentially. There are instances where clients have asked us for IAG regarding learning or funding which we do not provide. In these situations, we endeavour to provide contacts and signpost to organisations which we feel may be able to them further as opposed to simply stating that we cannot help.

The IAG provided around the training programme has a current need focus. For example, when an employer calls to find out which of our management courses would be more suitable for their needs we have to understand that the level of their current role first and then question further based on that. Other examples exist where we provide learning and development advice to line managers to address gaps in their team's knowledge, skills and behaviour. Often our IAG has a future focus too as it's concerned with developing employees to meet their future business plans, objectives and aspirations.

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If a client or learner is unhappy with the service, they can speak with a member of the team on 01384 482186 or e-mail info@mercurytrainme.com Mercury has a complaints/appeals procedure which can be obtained by contacting the office.

Signed: *Paul Lawton-Jones* Date: 03/08/2022 Position: Managing Director

Next review: 02/08/2023

RESPONSIBLE PERSONS

Overall responsibility Director	Mr Paul Lawton-Jones	Position: Managing
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