



Skillnet Statement of Service

Skillnet is a private work based learning training provider established in 1999 and specialising in automotive training and development. Skillnet work in London, Greater London, Hertfordshire and nationally for specialist manufacturers

6 things you need to know before you join Skillnet as a learner:

1. An initial assessment of literacy and numeracy and IT will be carried out with you and the results will be shared with you. If you are planning to attend a motor vehicle training programme we will also carry out a GAT (General Ability Test) with you to identify your natural ability to recognise and understand mechanical terms. Should you have any special requirements with literacy and numeracy, or have any other needs such as requiring large print, etc. Skillnet will provide these.
2. A referral service to other good quality provision if you decide not to pursue a motor vehicle programme or are not located within the Skillnet delivery catchment
3. Learners will be allocated a tutor and assessor for the programme and the tutor and assessor will support your progress and welfare whilst you are with Skillnet. Skillnet have a complaints, grievance and compliments process that is easily accessible and forms are made available to you at start of your programme and from Carolann Whitney throughout your programme at cwhitney@skillnet.org.uk or on 01923 630800
4. Good quality IT facilities are available on our sites for learners to use to support learning and development. Facilities include broadband access computer workstations and printing facilities. Facilities are open from 8.30am-5.30pm
5. We can provide keyskills lessons and assessments in IT, number or communications for all learners on programmes.
6. There is a wide range of support and guidance available at Skillnet to steer learners to the right referral agencies where counselling or advice and guidance is needed for specific support. Skillnet have a full range of policies and procedures for learner support that are available to learners in their induction and from our staff.

Skillnet sincerely hope that you will enjoy your experiences and time with Skillnet. We welcome your feedback on the programme that would assist other Learners.

Please contact Carolann Whitney with verbal feedback or to request a feedback form at cwhitney@skillnet.org.uk or on 01923 630800.

| DOCUMENT LOCATION | ISSUE | AUTHORISED BY: | OWNED BY | Dated | Page |
|---|-------|----------------|-----------|-----------|--------|
| M:\Policies and Plans\Skillnet Statement of Service.doc | 2 | Lee Acton | Sam Smith | June 2011 | 1 of 1 |