



Information, Advice and Guidance Statement

Smart Training and Recruitment has been awarded the Matrix Standard and adheres to the principles of delivery of this service as agreed by the National Information Advice and Guidance Board.

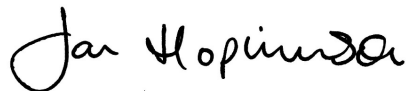
Our Advisors will seek to give clients from all age groups and backgrounds impartial information and advice on any training or career issues and guidance in the hospitality, retail, customer service, business administration, retail, cleaning services and bakery industries.

Smart Training and Recruitment has the following principles in the delivery of this service:-

- **Accessibility** – During office hours, wherever possible, there will be trained Advisors available. If none are available, Smart will guarantee an interview within 48 working hours of contact. The central location of the building and easy accessibility for clients with mobility problems will ensure that clients receive the service with minimum disruption to themselves;
- **Professional Approach** – All Advisors have been trained to identify the needs of our clients quickly and efficiently. Where the referral cannot be addressed by the company they will be signposted to alternative provision;
- **Local Knowledge** – All Advisors are aware of local services and provision and have links to support clients if they are signposted elsewhere;
- **Quality of Delivery** – Advisors are informed of local and national priorities which may impact on the individual needs of the clients;
- **Diversity** – All Information/Advice and guidance given will reflect the diversity of the clients' needs;
- **Impartiality** – The service will support clients to make informed decisions about learning and work opportunities based on their needs and circumstances;
- **Responsive** – IAG services will reflect on clients' present and future needs
- **Approachable** – All Advisors will support clients to engage with the service

- **Encouraging** – The service will encourage and support clients to become lifelong learners by enabling them to access a range of information in the planning of their future learning and careers
- **Awareness** – All clients can expect to be made aware of the service available to them and to meet their expectations

Signed on Behalf of the Board of Directors



Jan Hopkinson
Managing Director