



CRACKERJACK TRAINING

INFORMATION, ADVICE AND GUIDANCE STATEMENT OF SERVICES

MISSION STATEMENT

"Putting learners and their communities at the heart of all we do".

Crackerjack Training is an Equal Opportunities employer, age, gender, marital status or civil partnership, race, disability, sexual orientation, gender reassignment, religious belief, maternity/paternity rights, carer responsibility, spent convictions, trade union membership or other conditions not justified in law or relevant to the provision of service or, performance of the job.

Our IAG Service

The service is designed to help you to make an informed decision about your future options. This statement briefly outlines the available services and facilities.

Our Clients

- Current student of Crackerjack Training
- Prospective students
- Employers
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Our Staff

Our staff hold appropriate professional qualifications and training, their skills and knowledge are continuously updated through continued professional development.

Our Services

- A confidential, impartial and objective information and advice service concerning learning opportunities, skills and qualifications, career progression and how to access them.
- Written information on all courses and opportunities
- Support during your studies to assist learning and development
- A signposting and referral service to other agencies if we are unable to offer information or advice you require.



What you can expect from the service we provide?

Crackerjack Training is a private company providing specialist training in Childcare and Playwork. We deliver QCF Qualifications, Level 1 Certificate In Introduction to Health, Social Care and Children's and Young Peoples Settings, Level 2 Certificate for the Children and Young Peoples Workforce, Level 3 Diploma For the Early Years Practitioner (Early Years Educator) as well as Levels 2 & 3 Playwork. For those qualified to Level 3 we offer, the TAQA/IQA and Level 5 Management. Crackerjack Training is an outstanding training provider, for both learners and employers. When you come to Crackerjack Training we will explain our range of courses, and help you to make informed decisions. All our programmes are individualised to meet learner's needs taking into account prior learning. Qualifications have a large emphasis on employment.

We work closely with a large number of employers throughout the West Midlands. Along with our courses, we offer learners support and advice with finances, housing, benefits, and sexual health and we also have a mentor service available to support your needs.

Specialist Support

For those who need further specialist training, support, advice and guidance or referrals we can signpost you to appropriate organisations. For example Universities, Benefit Agencies or specialist support as appropriate.

Appointments

When making an appointment you will be asked for your name, address and a contact number. If an appointment is made which has to be changed or rescheduled, all efforts will be made to contact you before the appointed time. If you cannot attend the booked appointment, we would appreciate it if you would let us know. You can fill in an online application form and find additional information on our Website as well as on our Facebook and Twitter pages.

Confidentiality

In order to provide the best possible service we keep a record of your details and a summary of your discussion with us. This record can only be accessed by authorised staff who may need to see this information as part of their work. Crackerjack Training complies with the requirements of the General Data Protection Regulation (GDPR) May 2018.



Feedback

Your views are important to us and feedback is sought from learners either verbally or through questionnaires. Results of these are evaluated and used to improve and develop our services. We also follow learner progress up to 6 months after completing with us.

Complaints

If a learner is unhappy about the service they receive, they can speak to a member of the training team who will follow Crackerjack Training's complaints procedure.

Alternatively, they can speak or write to:

Fiona Baker - Managing Director

Crackerjack Training Ltd

78 - 79 Francis Road

Edgbaston

Birmingham

B16 8SP

Tel: 0121 454 2043

How to contact us

Please contact Chloe Foster/Angela Westwood to make an appointment by calling 0121 454 2043, alternatively please email info@crackerjacktraining.com and we will contact you as soon as possible.