



Information, Advice & Guidance Statement

YMCA Fitness Industry Training offers a range of services to current and potential learners. We have free and impartial Course Sales Advisors, a dedicated Student Support team and an efficient Administration Services team to help and guide you through your training journey with us.

We aim to:

- Offer a service which is accessible, visible, professional and knowledgeable, impartial, responsive, friendly and welcoming.
- Provide initial information, advice and guidance on the available learning options, qualification pathways and possible funding which will enable you to maximise your chances of success.
- Support you during your learning/training with on-going information, advice, guidance through personal tutoring, support services, careers events and teaching resources.
- Provide you with information, advice and guidance on progression routes, including higher level qualifications, Continued Professional Development (CPD) programmes and work-based learning.
- Help you to develop lifelong transferable and career management skills to assist you in making choices now and in the future.
- Meet the needs of employers by providing information and advice related to business training needs.
- Promote and support equality of opportunity by provision of services to meet the needs of all, regardless of ability, age, gender, sexual orientation or ethnicity.

We will:

- Maintain and publicise up to date information on all of our course programmes and support services.
- Use trained and experienced staff to provide appropriate advice.
- Respond to all enquiries within 2 working days.
- Where necessary, we will signpost you to other learning providers and specialist organisations (such as the Jobcentre Plus, the Dyslexia Association, Leisure jobs and others) where they are better placed to meet your needs.



Information, Advice and Guidance services can be accessed via:

- Our website – www.ymcafit.org.uk.
- Our Course Sales team (telephone: 0207 343 1830 option 1; e-mail ymcafit.bookings@ymcafit.co.uk).
- A range of open evenings at venues across the country.
- Our Learning Support Team (telephone 0207 343 1850 – option 4; email ymcafit.guidance@ymca.co.uk).
- Our offices from Mon - Fri: 9.00 - 17.00
- Planned sessions during your programme of study with your tutor.

Feedback on our services:

We regularly seek feedback to ensure that our services are continuously developed and improved. Evaluation forms are given out on courses alternatively you can leave any comments on our website or you can e-mail directly to ymcafit.feedback@ymcafit.co.uk.

If our services do not meet your expectations, please contact the Service Delivery Manager by emailing; ymcafit.feedback@ymcafit.co.uk, giving as much detail as possible. You will receive an initial response within five working days. A copy of our complaints procedure is available on our website.